Gateway M350 Notebook

user's guide

Customizing | Troubleshooting | Gateway™

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1 Checking Out Your Gateway M350

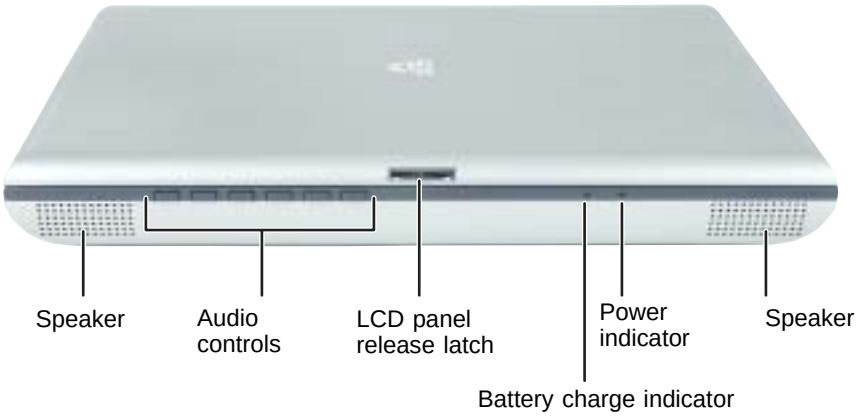
This chapter introduces you to the basic features of your notebook. Read this chapter to learn:

- How to identify the features of your Gateway notebook
- How to locate your notebook's model and serial number
- How to locate the Microsoft Certificate of Authenticity
- How to locate the specifications for your notebook
- What accessories are available for your notebook

Tips & Tricks

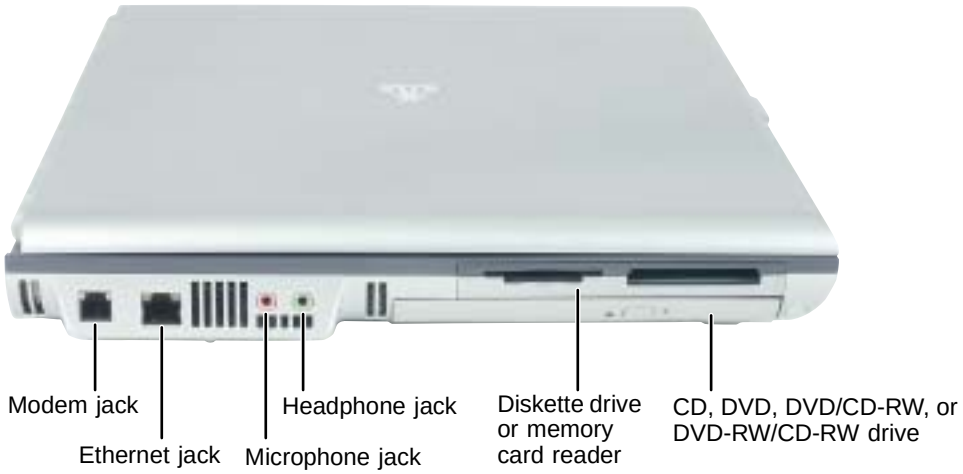
You can download an electronic copy of this guide from support.gateway.com/support/manlib/.

Front



Component	Icon	Description
Speakers		Provide audio output when headphones or amplified speakers are not plugged in.
Audio controls		The volume buttons control the volume level of the built-in speakers and headphones plugged into the headphone jack. The play/pause, back, next, and stop buttons may control multimedia programs such as Windows Media Player, Windows CD Player, MusicMatch, and the DVD Player. For more information, see “Using the audio controls” on page 31.
LCD panel release latch		Open the LCD panel by pressing the release latch.
Battery charge indicator		The LED shows the battery activity and status. ▪ LED green - battery is fully charged. ▪ LED orange - battery is charging. ▪ LED blinking red - battery charge is very low. ▪ LED solid red - battery is malfunctioning. This LED only lights up when your notebook is connected to AC power or the battery charge is very low.
Power indicator		The LED shows your notebook’s power status. ▪ LED on - notebook is on. ▪ LED blinking - notebook is in Standby mode. ▪ LED off - notebook is off.

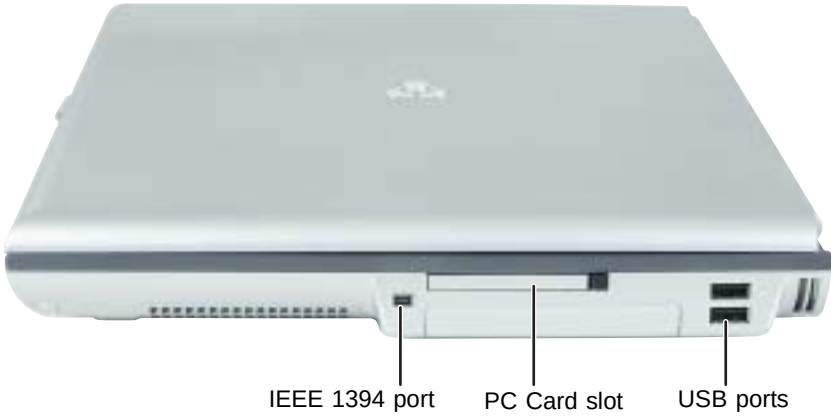
Left side



Component	Icon	Description
Modem jack		Plug a modem cable into this jack. For more information, see “Connecting the modem” on page 35.
Ethernet jack		Plug a 10/100 Ethernet network cable into this jack. For more information, see “Connecting to a wired Ethernet network” on page 36 and “Networking Your Notebook” on page 195.
Microphone jack		Plug a microphone into this jack.
Headphone jack		Plug amplified speakers or headphones into this jack. The built-in speakers are turned off when speakers or headphones are plugged into this jack.

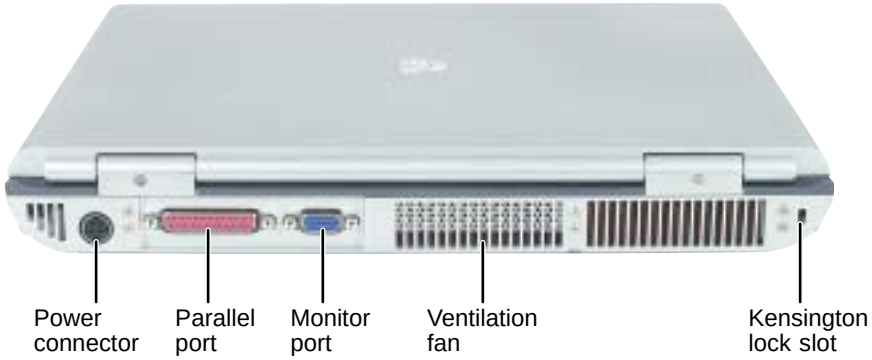
Component	Icon	Description
Diskette drive or memory card reader		Insert a standard 3.5-inch diskette into the optional diskette drive. For more information, see "Using the optional diskette drive" on page 136. Insert a memory card from a digital camera, MP3 player, PDA, or cellular telephone into the optional memory card reader. For more information, see "Using the optional memory card reader" on page 137. **Important:** Your notebook comes with either a built-in diskette drive or a built-in memory card reader. If your notebook has a built-in memory card reader and you need to use a diskette drive, Gateway recommends purchasing a USB diskette drive. To order a USB diskette drive, visit the Accessory Store at accessories.gateway.com.
CD, DVD, DVD/CD-RW, or DVD-RW/CD-RW drive		Insert CDs or DVDs into this drive. For more information, see "Using the CD or DVD drive" on page 91. This drive may be a CD, DVD, combination DVD/CD-RW, or DVD-RW/CD-RW drive. To determine the type of drive in the notebook, examine the drive tray's plastic cover and compare the logo to those listed in "Identifying drive types" on page 91.

Right side



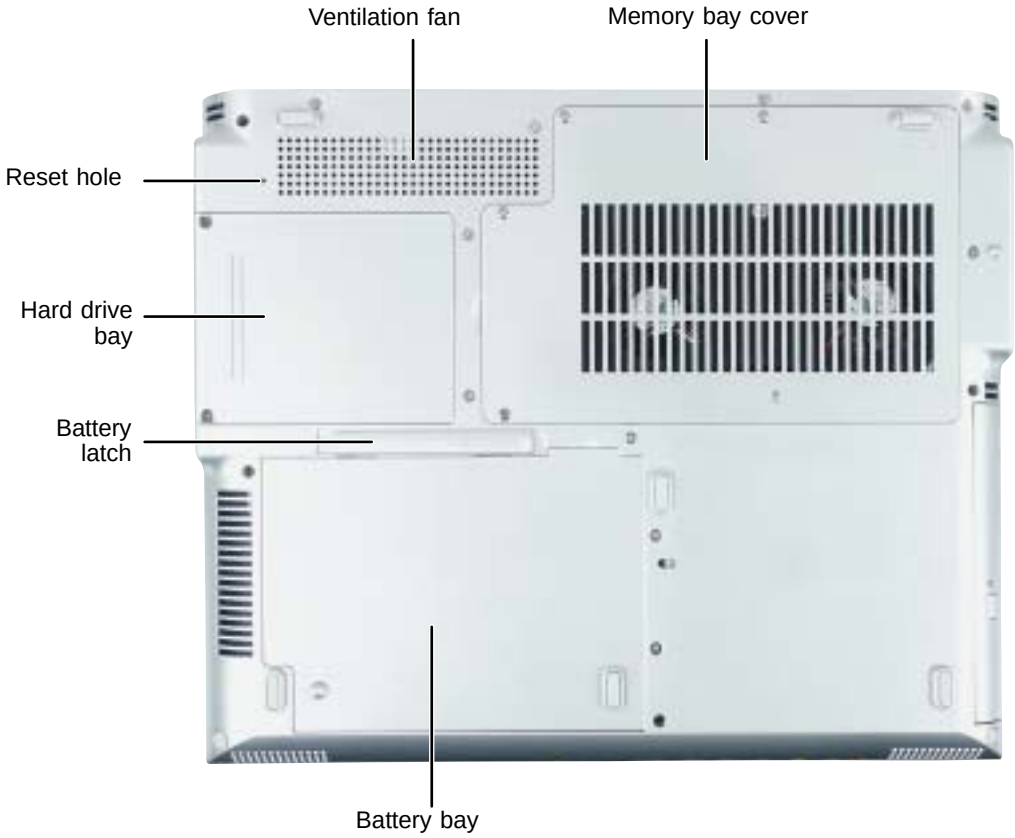
Component	Icon	Description
IEEE 1394 port		Plug an IEEE 1394 (also known as Firewire® or i.Link®) device (such as a digital camcorder) into this 4-pin IEEE 1394 port. For more information, see “Connecting a digital video camera” on page 141.
PC Card slot		Insert one Type II PC Card into this slot. For more information, see “Adding and removing a PC Card” on page 248.
USB ports		Plug USB (Universal Serial Bus) devices (such as a diskette drive, flash drive, Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports.

Back



Component	Icon	Description
Power connector	⎓	Plug the AC adapter cable into this connector.
Parallel port		Plug a parallel device (such as a printer) into this port.
Monitor port		Plug an analog VGA monitor into this port.
Ventilation fan		Helps cool internal components. Do not block or insert objects into these slots.
Kensington™ lock slot		Secure your notebook to an object by connecting a Kensington cable lock to this slot.

Bottom

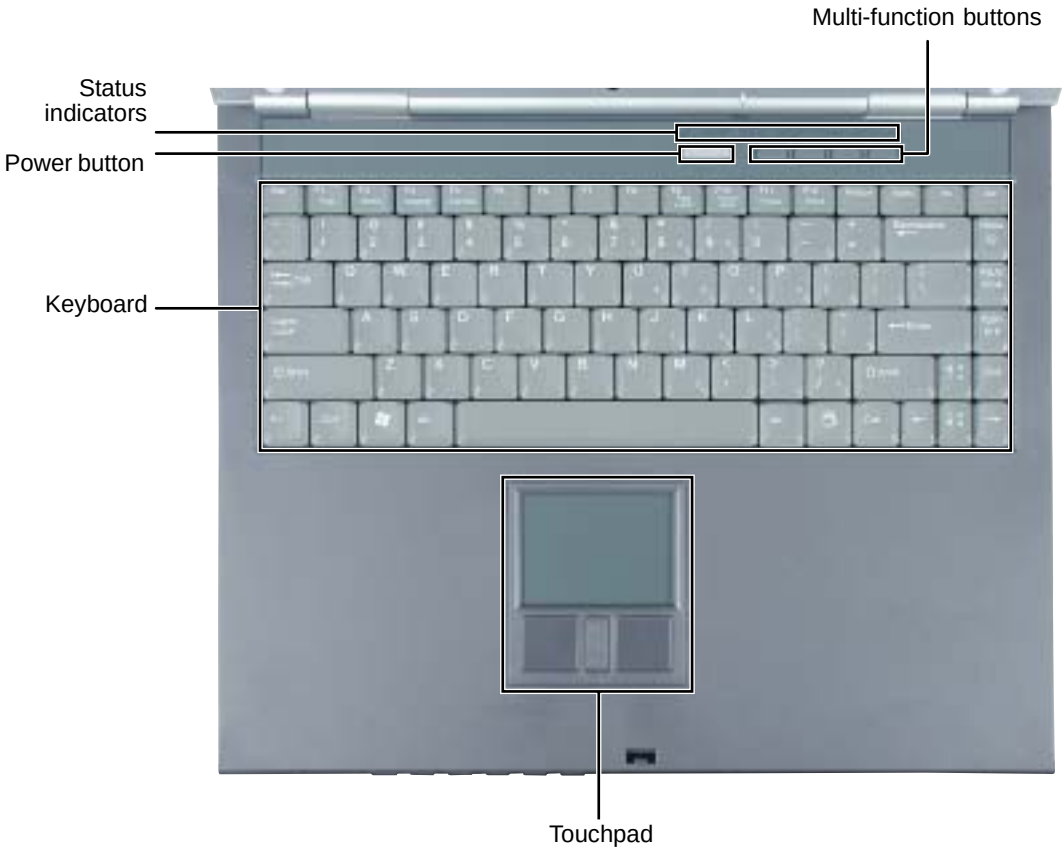


Component	Icon	Description
Ventilation fan		Helps cool internal components. Do not block or insert objects into these slots.
Memory bay cover		Open this cover to install a memory module. For more information, see “Adding or replacing memory in the memory bay” on page 252.
Reset hole	↺	Insert a straightened paper clip into this hole to manually restart the notebook.

Component	Icon	Description
Hard drive bay		The hard drive is located in this bay. For more information, see “Replacing the hard drive kit” on page 263.
Battery latch		Slide to release the battery.
Battery bay		Insert the battery into this bay. For more information, see “Changing batteries” on page 161.

Keyboard area

For information on using your keyboard, see “Using the keyboard” on page 26.



Component	Icon	Description
Multi-function buttons		Press these buttons to open programs assigned to them. These buttons are set to open your default e-mail program, your default Web browser, online help, and the *My Computer* window. For more information, see “Multi-function buttons” on page 30.
Status indicators		Inform you when a drive is in use or when a button has been pressed that affects how the keyboard is used. For more information, see “Status indicators” on page 24.

Component	Icon	Description
Power button		Press to turn the power on or off. You can also configure the power button for Standby/Resume mode. For more information on configuring the power button mode, see “Changing power settings” on page 165.
Keyboard		Provides all the features of a full-sized 86-key keyboard. For more information, see “Using the keyboard” on page 26.
Touchpad		Provides all the functionality of a mouse. For more information, see “Using the EZ Pad touchpad” on page 32.

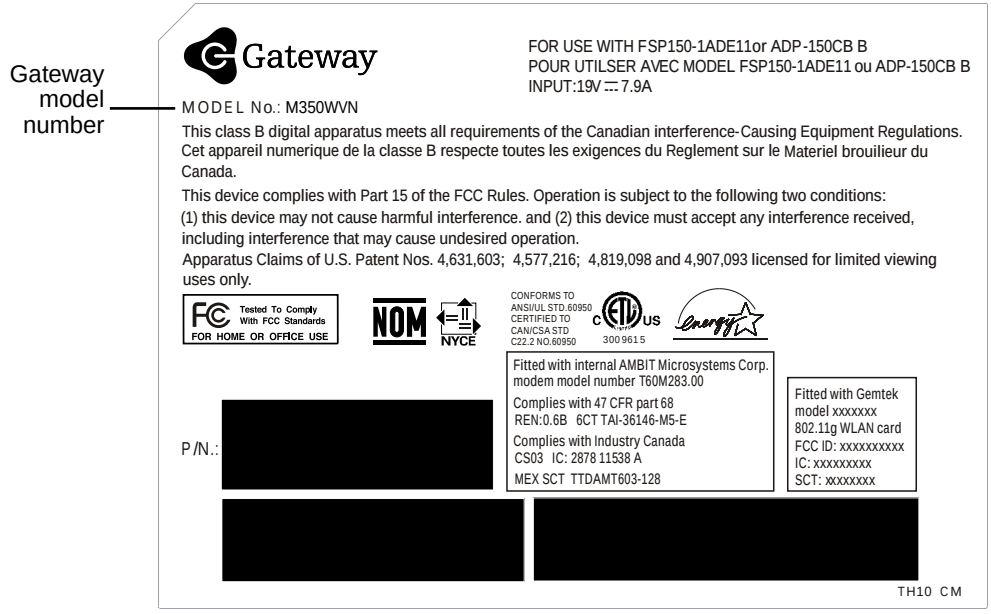
Identifying your model

Important

The labels shown in this section are for informational purposes only. Label information varies by model, features ordered, and location.

Gateway model number

The label on the bottom of your notebook contains information that identifies your notebook model and its features. Gateway Technical Support will need this information if you call for assistance.


Gateway model number
Gateway
FOR USE WITH FSP150-1ADE11or ADP-150CB B
POUR UTILSER AVEC MODEL FSP150-1ADE11 ou ADP-150CB B
INPUT:19V ⎓ 7.9A
MODEL No.: M350WVN
This class B digital apparatus meets all requirements of the Canadian interference-Causing Equipment Regulations.
Cet appareil numerique de la classe B respecte toutes les exigences du Reglement sur le Materiel brouilieur du Canada.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference. and (2) this device must accept any interference received, including interference that may cause undesired operation.
Apparatus Claims of U.S. Patent Nos. 4,631,603; 4,577,216; 4,819,098 and 4,907,093 licensed for limited viewing uses only.
Tested To Comply With FCC Standards
FOR HOME OR OFFICE USE
NOM
NYCE
CONFORMS TO ANSI/UL STD.60950
CERTIFIED TO CAN/CSA STD C22.2 NO.60950
300 961 5
Fitted with internal AMBIT Microsystems Corp. modem model number T60M283.00
Complies with 47 CFR part 68
REN:0.6B 6CT TAI-36146-M5-E
Complies with Industry Canada
CS03 IC: 2878 11538 A
MEX SCT TTDAMT603-128
Fitted with Gemtek model xxxxxxx
802.11g WLAN card
FCC ID: xxxxxxxxxx
IC: xxxxxxxxx
SCT: xxxxxxxx
P/N.:
TH10 CM

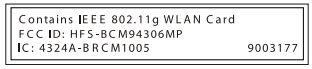
Gateway serial number

You can locate the Gateway serial number:

- Printed on a white sticker on the bottom or back of your notebook.
- Printed on the customer invoice that came with your notebook. The invoice also contains your customer ID number.
- Displayed in HelpSpot in Windows XP. Click **Start**, **Help and Support**, then click **View product serial number**.

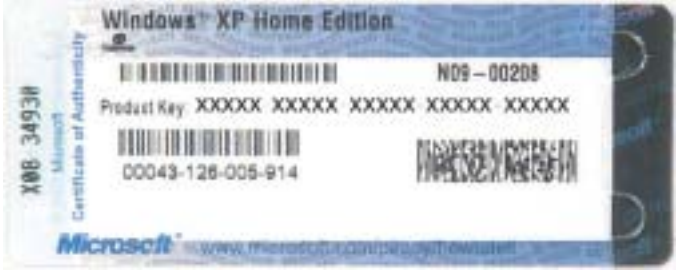
Internal wireless label

A label similar to the following indicates your notebook contains a wireless communications device. The label is located on the bottom of your notebook.



Microsoft Certificate of Authenticity

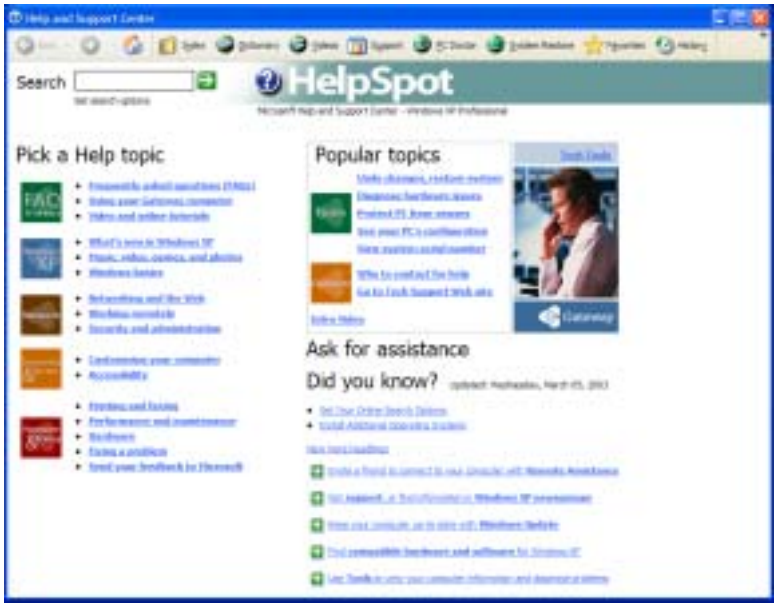
The Microsoft Certificate of Authenticity label found on the bottom of your notebook includes the product key code for your operating system.



Finding your specifications

For more information about your notebook, such as memory size, memory type, and hard drive size, go to the **See your PC's configuration** link in *HelpSpot* in Windows XP or visit Gateway's *eSupport* page at support.gateway.com. The *eSupport* page also has links to additional Gateway documentation and detailed specifications.

In Windows XP, view your notebook's serial number by clicking **Start**, **Help and Support**, then clicking **View system serial number**. Check your specifications by clicking **Start**, **Help and Support**, then clicking **See your PC's configuration**.



You can also find out more about your notebook at the Gateway *eSupport* site. Visit support.gateway.com. For more information, see "Using eSupport" on page 47.

Accessories

Gateway offers accessories that can help you make the most of using your notebook. To order accessories, visit the Accessory Store at accessories.gateway.com.

Batteries

If you run your notebook on battery power for extended periods, you may want to buy an additional battery so you can swap batteries when necessary. See "Changing batteries" on page 161 for more information.

Carrying cases

Gateway has large-capacity carrying cases if you need additional space for accessories or supplies.

Peripheral devices

You can attach devices (such as a keyboard, mouse, printer, or monitor) to your notebook.

Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory. See "Adding or replacing memory in the memory bay" on page 252 and "Replacing memory under the keyboard" on page 255 for more information.

Printers

You can attach almost any type of printer to your notebook. The most common types are inkjet and laser printers, which print in color or black and white. See "Installing a printer, scanner, or other peripheral device" on page 37 for more information about attaching a printer to your notebook.

Inkjet printers and cartridges are relatively inexpensive, but they are slower than laser printers. Using an inkjet color printer, you can print pictures, banners, and greeting cards, as well as documents.

Laser printers and cartridges are more expensive, but they print much faster than inkjet printers. Laser printers are better than inkjet printers when you are printing large documents.

2

Getting Started

This chapter provides basic information about your Gateway notebook. Read this chapter to find out how to:

- Connect the AC adapter
- Start and turn off your notebook
- Identify the status indicators
- Use the keyboard
- Use the EZ Pad touchpad
- Connect the modem
- Connect to an Ethernet network
- Install peripheral devices

Connecting the AC adapter

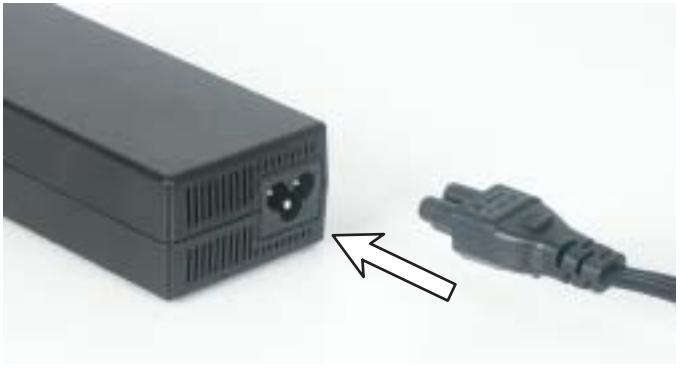
You can run your notebook using an AC adapter or your notebook's battery. The battery was shipped to you partially charged. You should use the AC adapter right away to fully charge the battery. Allow 24 hours for the battery to fully charge.

Important

If the battery is not fully charged before you use your notebook on battery power for the first time, the battery life may be much shorter than you expect. If the battery life seems short even after being charged for 24 hours, the battery may need to be recalibrated. For more information, see "Recalibrating the battery" on page 160.

To connect the AC adapter:

1 Connect the power cord to the AC adapter.



Warning

Make sure that you use the AC adapter that came with your notebook or one of the same type purchased from Gateway.

Replace the power cord if it becomes damaged. The replacement cord must be of the same type and voltage rating as the original cord or your notebook may be damaged.

2 Connect the AC adapter to your notebook's power connector.

3 Plug the power cord into a wall outlet.

The battery charge indicator turns on (see "Front" on page 2 for the location of the battery charge indicator). If the battery charge indicator does not turn on, unplug the adapter from your notebook, then plug it back in.

4 When you finish using your notebook for the first time, turn your notebook off and leave your notebook connected to AC power for at least 24 hours.

5 If the battery charge indicator does not show a full charge after 24 hours, contact Gateway Technical Support at support.gateway.com/support/ask_gateway.asp.

Warning

Do not attempt to disassemble the AC adapter. The AC adapter has no user-replaceable or user-serviceable parts inside. The AC adapter has dangerous voltages that can cause serious injury or death. Contact Gateway about returning defective AC adapters.

Protecting from power source problems

During a power surge, the voltage level of electricity coming into your notebook can increase to far above normal levels and cause data loss or system damage. Protect your notebook and peripheral devices by connecting them to a *surge protector,* which absorbs voltage surges and prevents them from reaching your notebook.

Warning

High voltages can enter your notebook through both the power cord and the modem connection. Protect your notebook by using a surge protector. If you have a telephone modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack. During an electrical storm, unplug both the surge protector and the modem.

Warning

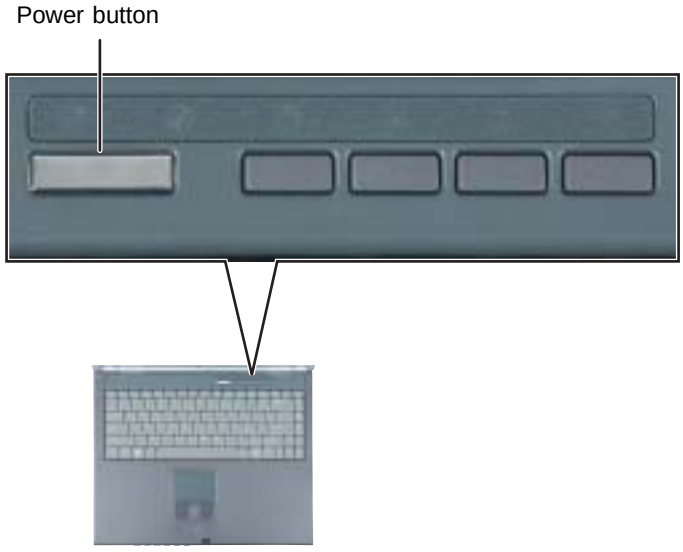
Your AC adapter may have a built-in ventilation fan. Do not block or insert objects into these holes or the slots at the opposite end of the AC adapter.

Starting your notebook

To start your notebook:

1 Press the latch on the front of your notebook, then lift the LCD panel.

2 Press the power button located above the keyboard.



The power button is preset to On/Off mode. However, you can also set it to function in Standby/Resume mode. For instructions on changing the power button mode, see “Changing power settings” on page 165.

3 If you are starting your notebook for the first time, follow the on-screen instructions to set up your notebook.

Waking up your notebook

When you do not use your notebook for several minutes, or if you close the LCD panel without turning your notebook off, it may enter a power-saving mode called *Standby*. While in Standby, the power indicator flashes.

If your notebook is in Standby mode, pressing the power button to "wake" it up. For more information on changing power-saving settings, see "Changing power settings" on page 165.

Turning off your notebook

To turn off your notebook in Windows XP:

1. Click **Start**, then click **Turn Off Computer**. The *Turn Off Computer* dialog box opens.
2. Click **Turn Off**. Windows shuts down and turns off your notebook.

To turn off your notebook in Windows 2000:

1. Click **Start**, then click **Shut Down**. The *Shut Down Windows* dialog box opens.
2. Click the arrow button to open the **What do you want your computer to do** list, then click **Shut down**.
3. Click **OK**. Windows shuts down and turns off your notebook.

Important

If for some reason you cannot use the Turn Off Computer or Shut Down Windows option in Windows to turn off your notebook, press and hold the power button for about five seconds, then release it.

Restarting (rebooting) your notebook

If your notebook does not respond to keyboard or touchpad input, you may have to close programs that are not responding. If closing unresponsive programs does not restore your notebook to normal operation, you may have to restart (reboot) your notebook.

To close unresponsive programs and restart your notebook:

1. Press **CTRL+ALT+DEL**. A window opens that lets you close a program that is not responding.
2. Click the program that is not responding.
3. Click **End Task**.
4. If your notebook does not respond, turn it off, wait ten seconds and turn it on again.

Important

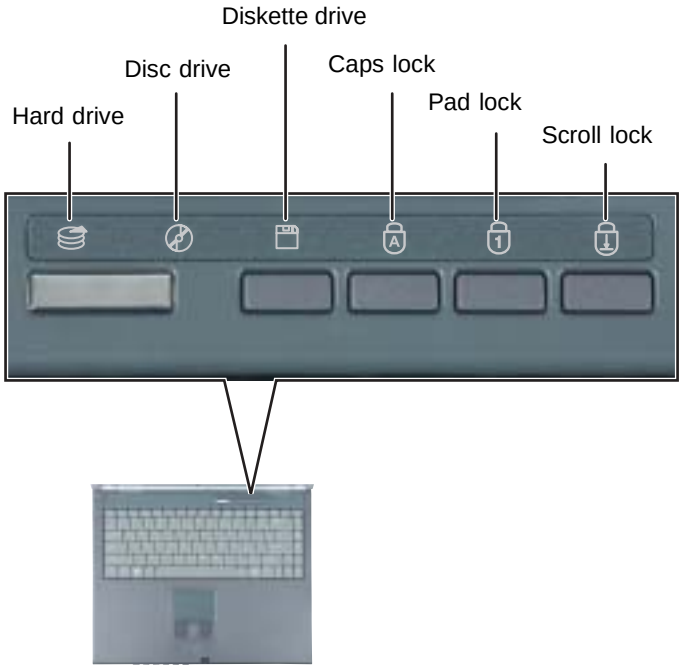
If your notebook does not turn off immediately, complete the following steps until your notebook turns off:

1 Press and hold the power button for about five seconds, then release it.
2 Insert a straightened paper clip into the reset hole on the bottom of your notebook.
3 Unplug the power cord and remove the battery for more than 10 seconds.

As a part of the regular startup process, a program to check the disk status runs automatically. When the checks are finished, Windows starts.

Status indicators

Status indicators inform you when a drive is being used or when a button has been pressed that affects how the keyboard is used.



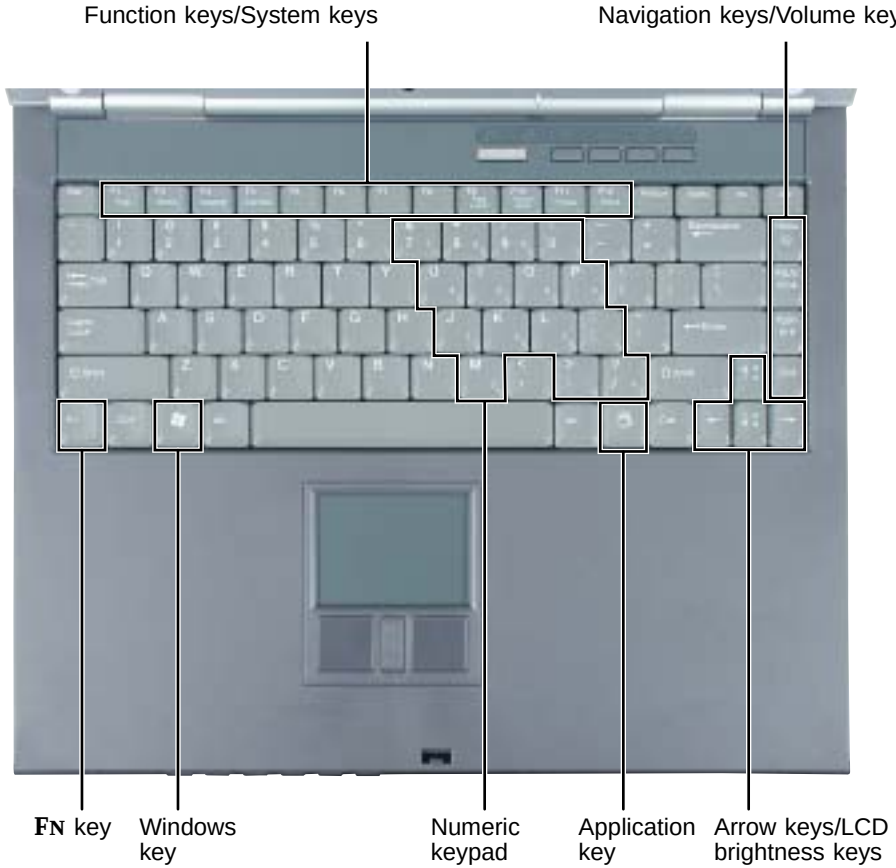
Indicator	Icon	Description
Hard drive		The hard drive is in use.
Disc drive		The CD or DVD drive is in use.
Diskette drive		The diskette drive or the memory card reader is in use.
Caps Lock		Caps Lock is turned on.

Indicator	Icon	Description
Pad Lock		Numeric keypad is turned on. For more information, see “System key combinations” on page 28.
Scroll Lock		Scroll Lock is turned on. For more information, see “System key combinations” on page 28.

Using the keyboard

Your notebook features a full-size keyboard that functions the same as a desktop computer keyboard. Many of the keys have been assigned alternate functions, including shortcut keys for Windows, function keys for specific system operations, and the Pad Lock keys for the numeric keypad.

You can attach an external keyboard to your notebook using a USB port. You do not need to shut down your notebook to connect a USB keyboard.



Key types

The keyboard has several different types of keys. Some keys perform specific actions when pressed alone and other actions when pressed in combination with another key.

Key type	Icon	Description
Function keys		Press these keys labeled **F1** to **F12** to perform actions in programs. For example, pressing **F1** may open help. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
System keys		Press these colored keys in combination with the **Fn** key to perform specific actions. For more information, see "System key combinations" on page 28.
Navigation keys		Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
Volume keys		Press these colored keys in combination with the **Fn** key to increase or decrease the volume or to turn off all sound.
Fn key		Press the **Fn** key in combination with a colored system key (such as **Status**, **Standby**, or **Pause**) to perform a specific action.
Windows key		Press this key to open the Windows **Start** menu. This key can also be used in combination with other keys to open utilities like **F** (Search utility), **R** (Run utility), and **E** (Explorer utility).
Numeric keypad		Use these keys to type numbers when the numeric keypad is turned on. Press **Fn+Pad Lock** to turn on the numeric keypad.
Application key		Press this key for quick access to shortcut menus and help assistants in Windows.
Arrow keys		Press these keys to move the cursor up, down, right, or left.
LCD brightness keys		Press these colored keys in combination with the **Fn** key to control the screen brightness.

System key combinations

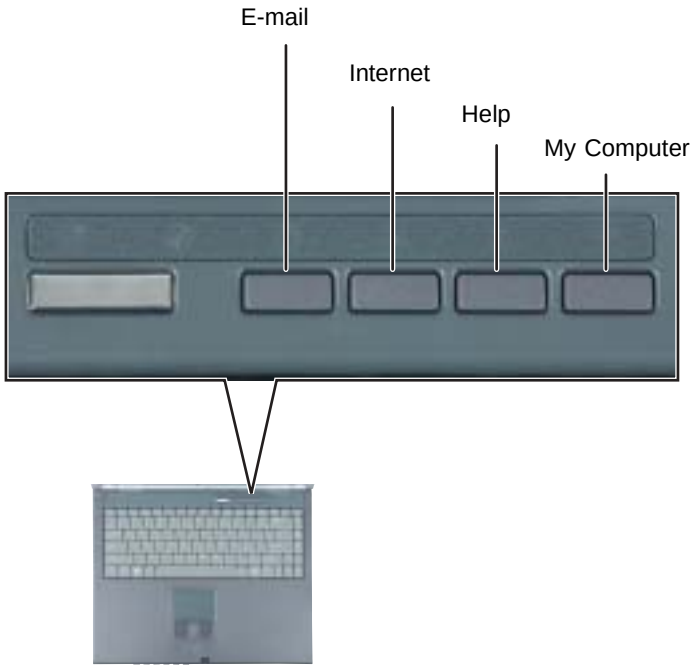
When you press the **FN** key and a system key at the same time, your notebook performs the action identified by the colored text or icon on the key.

Press and hold FN, then press this system key...	To...
	Display the power status box in the upper-left corner of your display. The box shows the battery charge level, the BIOS version, and whether the AC adapter is being used. Press the key combination again to close this box.
	Toggle your notebook's display between the LCD, an external monitor, or both displays at the same time. A monitor must be plugged into the monitor port on your notebook.
	Enter Standby mode. Press the power button to leave Standby mode. For more information, see "Changing power modes" on page 164.
	Turn on Pad Lock so you can use the numeric keypad. Press this key combination again to turn off Pad Lock. The Pad Lock status indicator appears when this function is turned on.
	Pause the text scrolling in a DOS screen. Press this key combination again to continue scrolling. The Scroll Lock status indicator appears when this function is turned on. (This function is only available in some programs.)
	Pause execution of a DOS program. (This function is only available in some programs.)
	Stop the currently running DOS program. (This function is only available in some programs.)
	Increase the brightness of the display.

Press and hold FN, then press this system key...	To...
	Decrease the brightness of the display.
	Mute the sound. Press the key combination again to restore the sound. For more information, see “Adjusting the volume” on page 82.
	Increase volume. For more information, see “Adjusting the volume” on page 82.
	Decrease volume. For more information, see “Adjusting the volume” on page 82.

Multi-function buttons

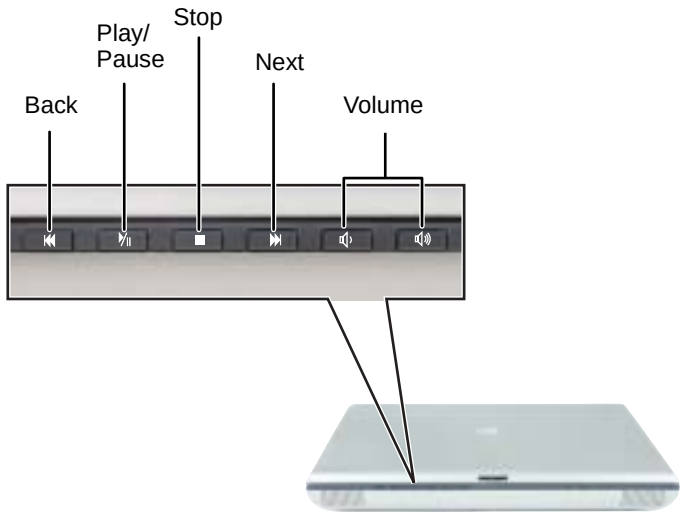
Press the multi-function buttons to open the programs associated with them.



Button	Icon	Press to…
E-mail		Open your default e-mail program.
Internet		Open your default Web browser.
Help		Open online help.
My Computer		Open the *My Computer* window.

Using the audio controls

The audio controls are located on the front of your notebook.



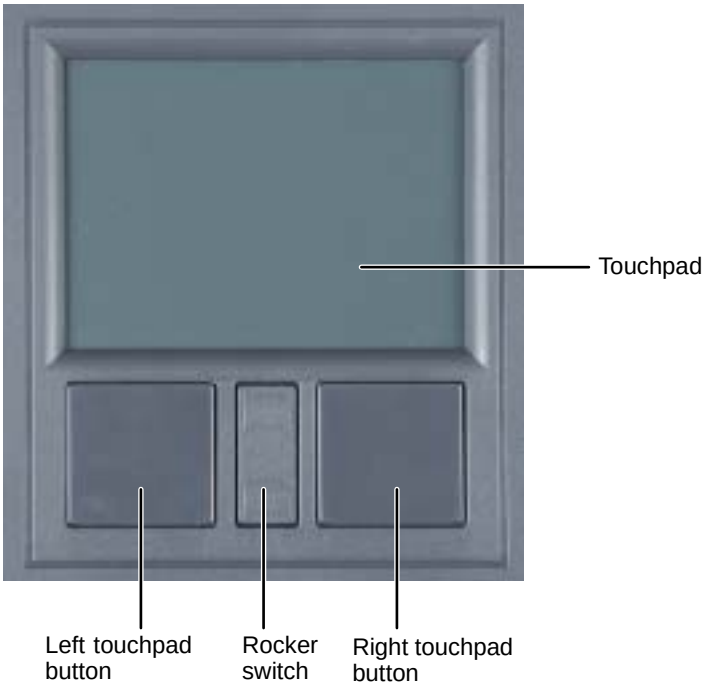
Component	Icon	Description
Back		Skip back one song or track.
Play/Pause		Start or pause playing.
Stop		Stop playing.
Next		Skip ahead one song or track.
Volume down		Press to decrease the volume.
Volume up		Press to increase the volume.
Mute		Press the volume down and volume up buttons to mute the sound. Press the button combination again to restore the sound.

Important

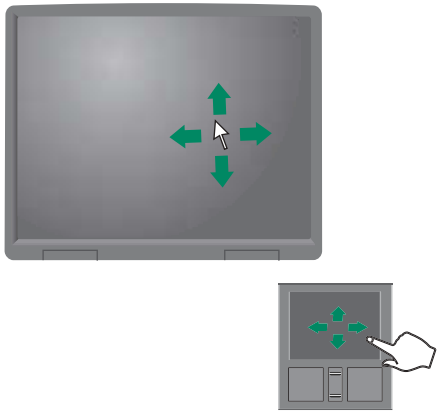
The volume buttons control the volume level of the built-in speakers and headphones plugged into the headphone jack. The play/pause, back, next, and stop buttons may control multimedia programs such as Windows Media Player, Windows CD Player, MusicMatch, and the InterVideo DVD Player.

Using the EZ Pad touchpad

The EZ Pad™ consists of a touchpad, two buttons, and a rocker switch.



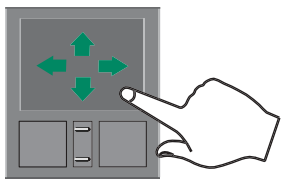
When you move your finger on the touchpad, the *pointer* (arrow) on the screen moves in the same direction.

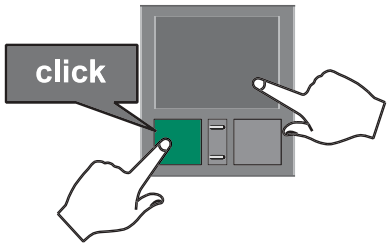
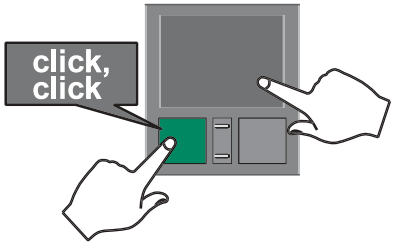
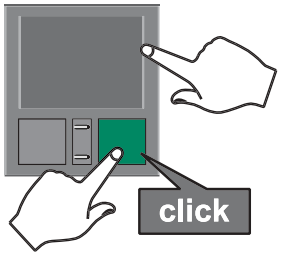
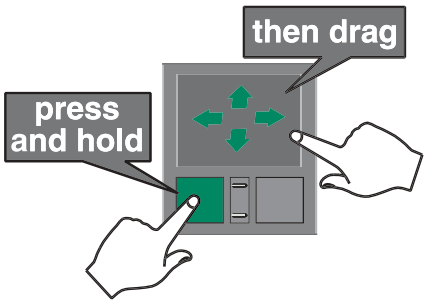


You can use the EZ-Pad *left* and *right buttons* below the touchpad to select objects.

You can assign a function to the *rocker switch* between the touchpad buttons. This function can be to scroll up or down, maximize or minimize the active window, or open and close the Start menu. For more information about programming the rocker switch, see “Changing the touchpad settings” on page 191.

Using the touchpad

To…	Do this…	
Move the pointer on the screen.		Move your finger around on the touchpad. If you run out of space and need to move the pointer farther, lift your finger, move it to the middle of the touchpad, then continue moving your finger.

To…	Do this…	
Select an object on the screen.		Position the pointer over the object. Quickly press and release the left button once. This action is called *clicking*.
Start a program or open a file or folder.		Position the pointer over the object. Press the left button twice in rapid succession. This action is called *double-clicking*.
Access a shortcut menu or find more information about an object on the screen.		Position the pointer over the object. Quickly press and release the right button once. This action is called *right-clicking*.
Move an object on the screen.		Position the pointer over the object. Press the left button and hold it down, then use the touchpad to move (drag) the object to the appropriate part of the screen. Release the button to drop the object where you want it.

For instructions on how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other touchpad settings, see "Changing the touchpad settings" on page 191.

Connecting the modem

Your notebook has a built-in 56K modem that you can use to connect to a standard telephone line.

Important

To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord.

To connect the modem:

1. Insert one end of the modem cable into the modem jack on the left side of your notebook.

2. Insert the other end of the modem cable into a telephone wall jack. The modem will not work with digital or PBX telephone lines.
3. Start your notebook, then start your communications program.

Connecting to a wired Ethernet network

Your notebook has a network jack that you can use to connect to a 10/100 wired Ethernet network.

Important

Your notebook may be equipped with built-in wireless Ethernet or you may have a wireless Ethernet PC Card. For information about connecting to a wired or wireless Ethernet network, see "Networking Your Notebook" on page 195. For information about installing a wireless Ethernet PC Card, see "Adding and removing a PC Card" on page 248.

To connect to a wired Ethernet network:

1. Insert one end of the network cable into the network jack on the left side of your notebook.

2. Insert the other end of the network cable into a network jack. Ask your network administrator to help you select the correct network jack.

Broadband Internet connections

You can use your notebook's Ethernet jack for more than just networking. Many broadband Internet connections, such as cable modems and DSL modems, connect to your notebook's Ethernet jack. For more information, see "Using the Internet" on page 71 and "Networking Your Notebook" on page 195.

Installing a printer, scanner, or other peripheral device

Important

Before you install a printer, scanner, or other peripheral device, see the device documentation and installation instructions.

Your notebook has one or more of the following ports: IEEE 1394 (also known as Firewire® or i.Link®), Universal Serial Bus (USB), and parallel. You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your notebook. For more information about port locations, see "Checking Out Your Gateway M350" on page 1.

IEEE 1394 and USB ports support *plug-and-play* and *hot-swapping*, which means that your notebook will usually recognize such a device whenever you plug it into the appropriate port. When you use an IEEE 1394 or USB device for the first time, your notebook will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

Parallel port devices are not plug-and-play. See the device documentation for detailed information and installation instructions.

Help and Support

For more information about installing peripheral devices in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **installing devices** in the HelpSpot **Search** box , then click the arrow.

3

Getting Help

This chapter tells you about additional information resources available to help you use your notebook. Read this chapter to learn how to access:

- HelpSpot™
- Do More With Gateway
- Online help
- Gateway Web site

HelpSpot

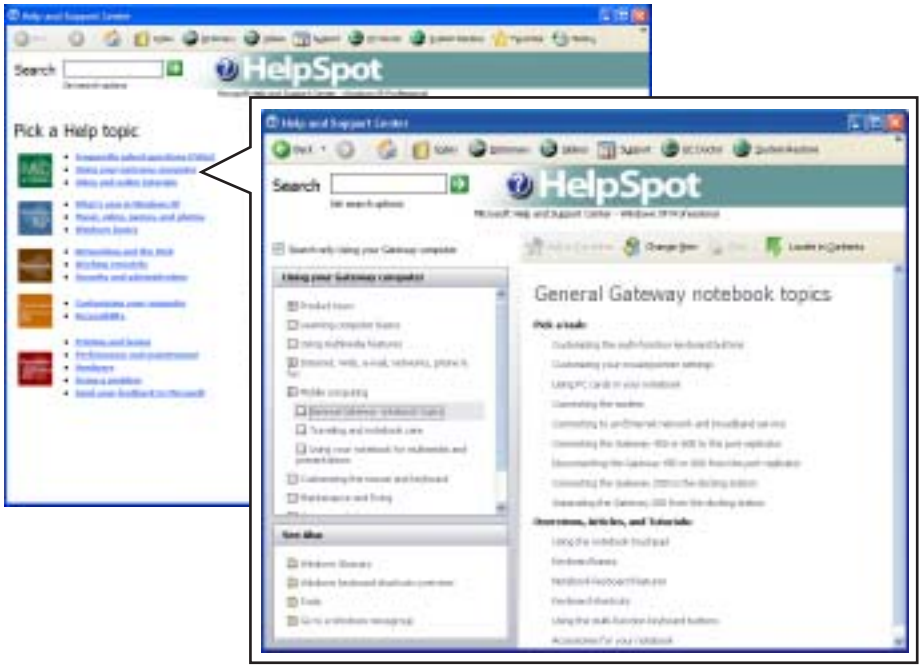
Your notebook may include *HelpSpot*™, an easily accessible collection of help information, troubleshooters, instructional videos, and automated support. Use HelpSpot to answer questions about Windows and to help you quickly discover and use the many features of your Gateway notebook. HelpSpot also has an area called *Who to contact for help* that helps you find the right resource at Gateway to answer your questions or help solve your problems.

To start HelpSpot in Windows XP:

- Click **Start**, then click **Help and Support**. HelpSpot opens.

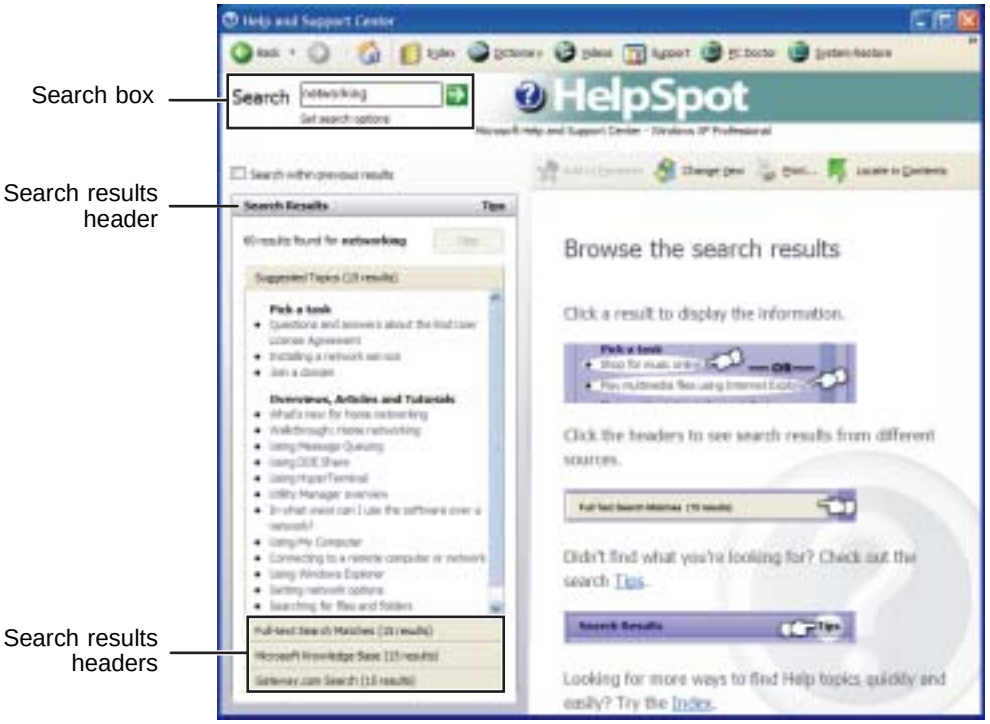
If this is the first time you have started HelpSpot, you may experience a brief wait while HelpSpot builds the help database, then HelpSpot displays an introductory video.

You can find help information by clicking a link, performing a search, or browsing the index. To learn about using your Gateway notebook, your touchpad, and other tasks, click the **Using your Gateway computer** link on the HelpSpot main page.



Searching for a topic

To search for a topic in HelpSpot, type a word or phrase (keyword) in the **Search** box located at the top of any HelpSpot screen, then click the arrow button.


Search box
Search results header
Search results headers
Search
HelpSpot
Browse the search results
Click a result to display the information.
Click the headers to see search results from different sources.
Didn't find what you're looking for? Check out the search Tips.
Looking for more ways to find Help topics quickly and easily? Try the Index.

For each search, you receive the following search result types:

- Suggested Topics - These topics are located in HelpSpot and are relevant to your search topic.
- Full-text Search Matches - These topics are located in HelpSpot and contain the words you entered in the **Search** box.
- Microsoft Knowledge Base - These topics are located on the Microsoft Web site and contain the words you entered in the **Search** box. You must be connected to the Internet to search for and access these topics.
- Gateway.com Search - These topics are located on the Gateway Web site and contain the words you entered in the **Search** box. You must be connected to the Internet to search for and access these topics.

To view a list of your search results, click the results header for the type of results you want to view.

To view a topic, click the topic name in the **Search Results** list.

HelpSpot videos

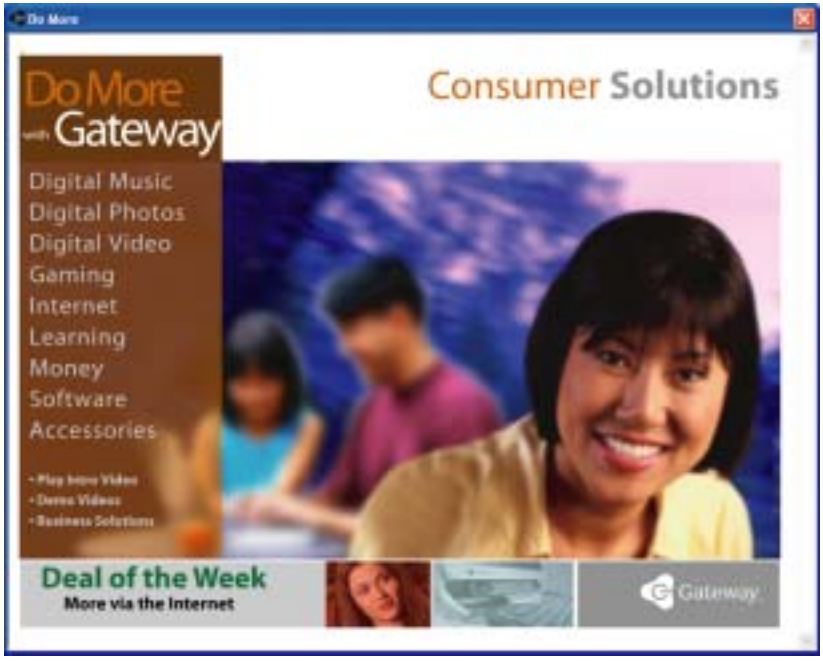
HelpSpot contains several short videos to help introduce you to new concepts or show you how to perform various tasks.

To play a HelpSpot video:

- To watch a video in HelpSpot, click **Video and online tutorials** on the HelpSpot home page, then click a video title. The video plays.

Do More With Gateway

Your notebook may include *Do More With Gateway*, a tool that provides additional information about using your Gateway notebook for digital music, digital photography, digital video, gaming, and other programs. To access Do More With Gateway in Windows XP, click **Start**, then click **Do More With Gateway**. Click the topics listed on the left-side of the page to learn more about the software already installed on your notebook as well as partnerships and special offers available through Gateway.



Online help

Many programs provide information online so you can research a topic or learn how to perform a task while you are using the program. You can access most online help information by selecting a topic from a **Help** menu or by clicking a **Help** button.

You can search for information by viewing the help contents, checking the index, searching for a topic or keyword, or browsing through the online help.

Microsoft Internet Explorer
Hide
Back
Forward
Options
Web Help
Contents
Index
Search
Favorites
Getting started with Internet Explorer
Finding the Web Pages You Want
Browsing the Web Offline
Printing and Saving Information
Sending Information over the Internet Safe
Understanding Security and Privacy on the
Controlling Access to Inappropriate Interne
Customizing Your Web Browser
Accessibility
Microsoft Internet Explorer
Getting started with Internet Explorer
With an Internet connection and Internet Explorer, you can find and view information about anything on the Web. Just click the topics below to get started. You'll find more information to help you browse the Internet in the Help Contents.
Basic setup
If you aren't connected to the Internet, or you want to create a new connection, click this link.
Set up an Internet connection
Learning about Internet Explorer

Gateway Web site

Gateway's online support is available 24 hours per day, 7 days per week and provides the most current drivers, product specifications, tutorials, and personalized information about your system. Visit the Gateway eSupport Web site at support.gateway.com. For more information about connecting to the Internet, see "Using the Internet" on page 71.

Using eSupport

The eSupport site is divided into five major areas:

- Support Home
- Downloads
- Contact Us
- Account Info
- PC Tools

Each of these areas is represented by a menu across the top of the Web page.

Support Home

To get specific information about your notebook, type your serial number into the *My Support* box, then click **Continue,** or click **Look up my serial number for me**. For more information, see "Finding your specifications" on page 13.

Click **Support Home**, then click **All Support Documents** to access product documentation, specifications, and guides. By entering your serial number, you get specific documents related to your system. You can also browse through the reference area to locate an article specific to the question you have.

Click **Support Home**, then click **General Tutorials** to access an extensive library of how-to articles and videos on topics such as making audio CDs and installing a hard drive.

Downloads

Click **Downloads**, then click **My Downloads** to get the latest software updates for BIOS and driver upgrades. By entering your serial number you get drivers specific to your system. Click **All Downloads** to walk through a step-by-step wizard to locate your drivers.

Contact Us

Click **Contact Us** to access links to technical support with a live technician, including chat and e-mail. Click **Call Us** to get a list of Gateway telephone numbers for both sales and support. For more information, see "Telephone numbers" on page 293.

Account Info

Click **Account Info** to access support for non-technical issues, like the status of your order or changing your account address.

PC Tools

Click **PC Tools** to access utilities to help you manage your notebook.

4

Windows Basics

Read this chapter to learn how to:

- Use the Windows desktop
- Manage files and folders
- Work with documents
- Use shortcuts

About the Windows environment

After your notebook starts, the first screen you see is the Windows *desktop*. The desktop is like the top of a real desk. Think of the desktop as your personalized work space where you open programs and perform other tasks.

Your desktop may be different from this example, depending on how your notebook is set up.

Help and Support

For more information about the Windows XP desktop, click **Start**, then click **Help and Support**.

Type the keyword **Windows desktop** in the HelpSpot **Search** box Search, then click the arrow.

Using the desktop

The desktop contains the taskbar, the Start button, and the Recycle Bin icon.

Desktop elements	Description
	The *taskbar* is the bar at the bottom of the computer display containing the Start button on the left and a clock on the right. Other buttons on the taskbar represent programs that are running. Click a program's *button* on the taskbar to open the program's window.
	The *Start button* provides access to programs, files, help for Windows and other programs, and computer tools and utilities. Click the **Start** button, then open a file or program by clicking an item on the menu that opens.
	The *Recycle Bin* is where files, folders, and programs that you discarded are stored. You must empty the Recycle Bin to permanently delete them from your notebook. For instructions on how to use the Recycle Bin, see "Deleting files and folders" on page 59.

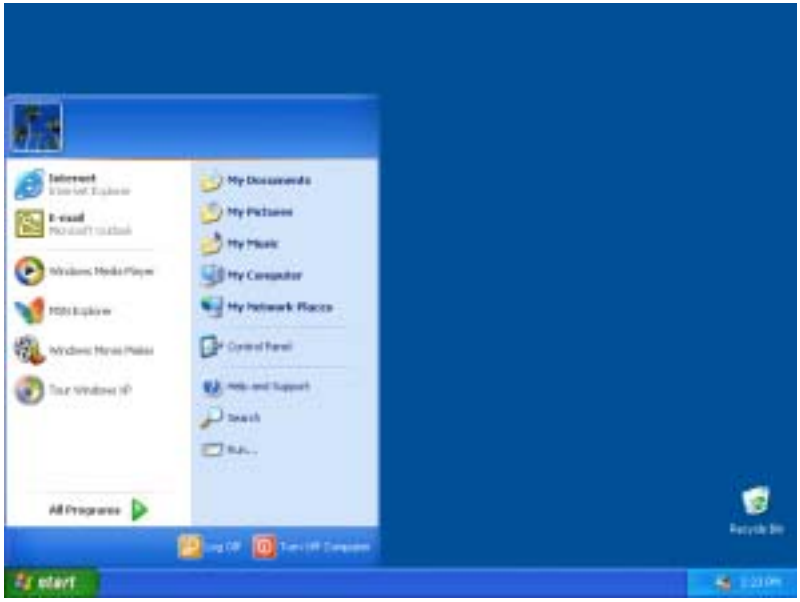
Using the Start menu

You can start programs, open files, customize your system, get help, search for files and folders, and more using the Start menu.

To use the Start menu:

1. Click the **Start** button on the lower left of the Windows desktop. The Start menu opens showing you the first level of menu items.
2. Click **All Programs** or **Programs** to see all programs and files in the Start menu. When you move the mouse pointer over any menu item that has an arrow next to it, another menu, called a *submenu*, opens and reveals related files, programs, or commands.

3 Click a file or program to open it.



Help and Support

For more information about the Windows XP Start menu, click **Start**, then click **Help and Support**.

Type the keyword **Windows Start menu** in the HelpSpot **Search** box Search, then click the arrow.

Adding icons to the desktop

You may want to add an icon (shortcut) to the desktop for a program that you use frequently.

To add icons to the desktop:

1 Click **Start**, then click **All Programs**.

2 Right-click (press the right touchpad button) the program that you want to add to the desktop.

3 Click **Send To**, then click **Desktop (create shortcut)**. A shortcut icon for that program appears on the desktop.

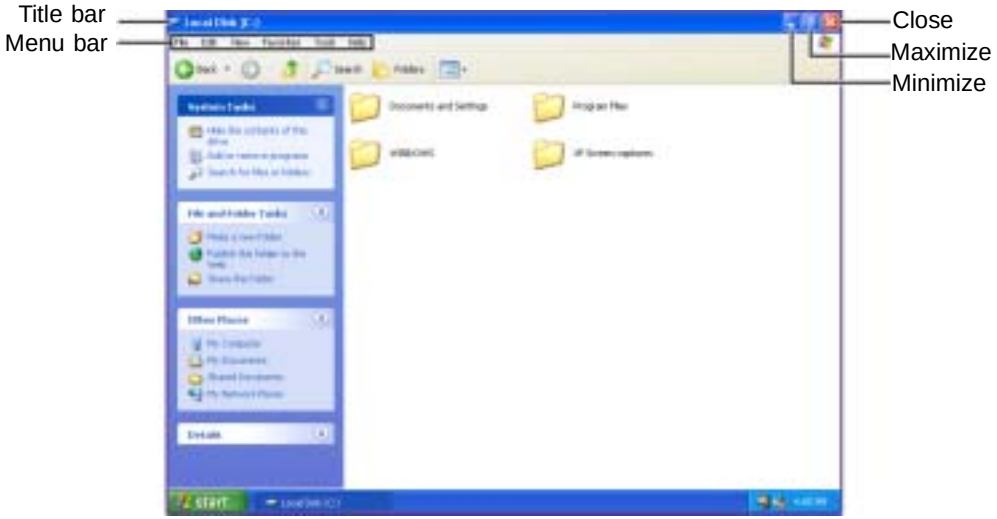
Help and Support

For more information about desktop icons in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **desktop icons** in the HelpSpot **Search** box Search, then click the arrow.

Identifying window items

When you double-click the icon for a drive, folder, file, or program, a *window* opens on the desktop. This example shows the Local Disk (C:) window, which opens after you double-click the **Local Disk (C:)** icon in the *My Computer* window.



Every program window looks a little different because each has its own menus, icons, and controls. Most windows include these items:

Window item	Description
	The *title bar* is the horizontal bar at the top of a window that shows the window title.
	Clicking the *minimize button* reduces the active window to a button on the taskbar. Clicking the program button in the taskbar opens the window again.
	Clicking the *maximize button* expands the active window to fit the entire computer display. Clicking the maximize button again restores the window to its former size.
	Clicking the *close button* closes the active window or program.
	Clicking an item on the *menu bar* starts an action such as Print or Save.

Help and Support

For more information about windows in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **window** in the HelpSpot **Search** box , then click the arrow.

Working with files and folders

You can organize your files and programs to suit your preferences much like you would store information in a file cabinet. You can store these files in folders and copy, move, and delete the information just as you would reorganize and throw away information in a file cabinet.

Viewing drives

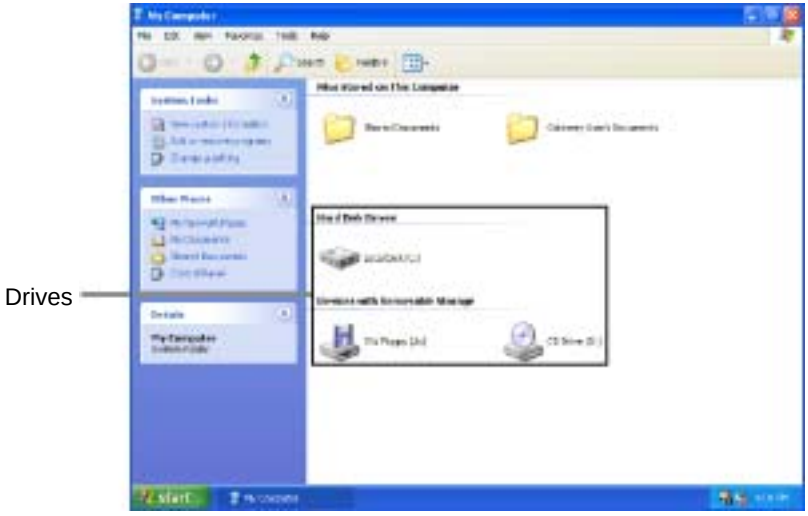
Drives are like file cabinets because they hold files and folders. A notebook almost always has more than one drive. Each drive has a letter, usually Local Disk (C:) for the hard drive and 3½ Floppy (A:) for the optional diskette drive. You may also have more drives such as a CD, DVD, or recordable drive.

To view the drives on your notebook:

- In Windows XP, click **Start**, then click **My Computer** on the Start menu.

  - OR -

  In Windows 2000, double-click the **My Computer** icon on the desktop.



To see the files and folders on a drive:

- Double-click the drive icon. If you do not see the contents of a drive after you double-click its icon, click **Show the contents of this drive**.

Help and Support

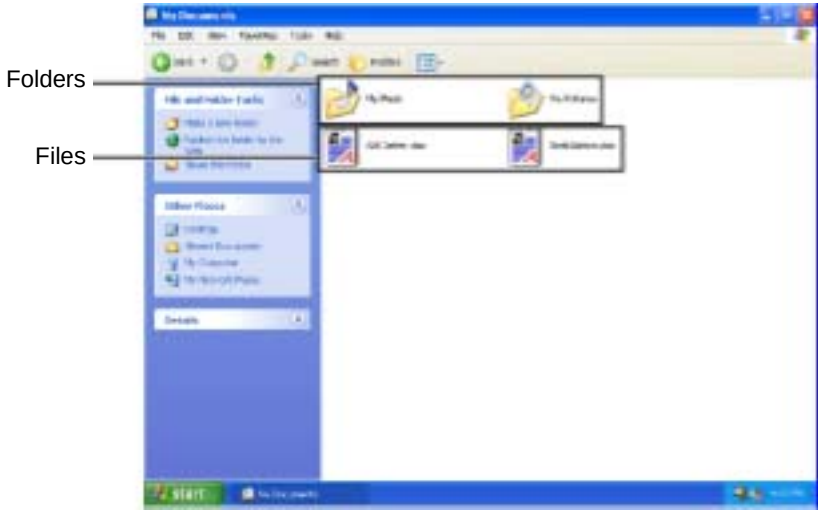
For more information about files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **files and folders** in the HelpSpot **Search** box Search, then click the arrow.

Creating folders

Folders are much like the folders in a file cabinet. They can contain files and other folders.

Files are much like paper documents—letters, spreadsheets, and pictures—that you keep on your notebook. In fact, all information on a computer is stored in files.



To create a folder:

1. In Windows XP, click **Start**, then click **My Computer** on the Start menu.

   - OR -

   In Windows 2000, double-click the **My Computer** icon on the desktop.

2. Double-click the drive where you want to put the new folder. Typically, Local Disk (C:) is your hard drive and 3½ Floppy (A:) is your optional diskette drive. If you do not see the contents of the drive, click **Show the contents of this drive**.

3. If you want to create a new folder inside an existing folder, double-click the existing folder. If you do not see the contents of the folder, click **Show the contents of this drive** or **Show the contents of this folder**.

4. Click **File**, **New**, then click **Folder**. The new folder is created.

5. Type a name for the folder, then press **ENTER**. The new folder name appears by the folder icon.

Help and Support

For more information about creating files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **creating files and folders** in the HelpSpot **Search** box Search, then click the arrow.

For information about renaming folders, see "Shortcuts" on page 69.

Copying and moving files and folders

The skills you need to copy and move files are called *copying*, *cutting*, and *pasting*.

When you *copy and paste* a file or folder, you place a *copy* of the file or folder on the Windows *clipboard*, which temporarily stores it. Then, when you decide what folder you want the copy to go in (the *destination* folder), you *paste* it there.

When you *cut and paste* a file or folder, you remove the file or folder from its original location and place the file or folder on the Windows clipboard. When you decide where you want the file or folder to go, you paste it there.

Important

The clipboard stores whatever you cut or copy until you cut or copy again. Then the clipboard contains the new information only. Therefore, you can paste copies of a file or folder into more than one place, but as soon as you copy or cut a different file or folder, the original file or folder is deleted from the clipboard.

To copy a file or folder to another folder:

1. Locate the file or folder you want to copy. For more information, see "Viewing drives" on page 55 and "Searching for files" on page 62.
2. Right-click (press the right touchpad button) the file or folder that you want to copy. A pop-up menu opens on the desktop.
3. Click **Copy** on the pop-up menu.
4. Open the destination folder.
5. With the pointer inside the destination folder, right-click.
6. Click **Paste**. A copy of the file or folder appears in the new location.

To move a file or folder to another folder:

1. Locate the file or folder you want to move. For more information, see "Viewing drives" on page 55 and "Searching for files" on page 62.
2. Right-click (press the right touchpad button) the file or folder that you want to move. A pop-up menu opens on the desktop.
3. Click **Cut** on the pop-up menu.
4. Open the destination folder.
5. With the pointer inside the destination folder, right-click.
6. Click **Paste**. The file or folder you moved appears in its new location and is removed from its old location.

Help and Support

For more information about copying files and folders or moving files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **copying files and folders** or **moving files and folders** in the HelpSpot **Search** box Search, then click the arrow.

Deleting files and folders

When you throw away paper files and folders, you take them from the file cabinet and put them in a trash can. Eventually the trash can is emptied.

In Windows, you throw away files and folders by first moving them to the Windows trash can, called the *Recycle Bin*, where they remain until you decide to empty the bin.

You can recover any file in the Recycle Bin as long as the bin has not been emptied.

To delete files or folders:

1. In My Computer or Windows Explorer, click the files or folders that you want to delete. For instructions on how to select multiple files and folders, see "Shortcuts" on page 69.

   If you cannot find the file you want to delete, see "Searching for files" on page 62.

2. Click **File**, then click **Delete**. Windows moves the files and folders to the Recycle Bin.

Help and Support

For more information about deleting files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **deleting files and folders** in the HelpSpot **Search** box Search, then click the arrow.

To recover files or folders from the Recycle Bin:

1. Double-click the **Recycle Bin** icon. The *Recycle Bin* window opens and lists the files and folders you have thrown away since you last emptied it.
2. Click the files or folders that you want to restore. For instructions on how to select multiple files and folders, see "Shortcuts" on page 69.
3. Click **File**, then click **Restore**. Windows returns the deleted files or folders to their original locations.

To empty the Recycle Bin:

Caution

Emptying the Recycle Bin permanently erases any files or folders in the bin. These files cannot be restored.

1. Double-click the **Recycle Bin** icon on the desktop. The *Recycle Bin* window opens.
2. Click **File**, then click **Empty Recycle Bin**. Windows asks you if you are sure that you want to empty the bin.
3. Click **Yes**. Windows permanently deletes all files in the Recycle Bin.

Help and Support

For more information about emptying the Recycle Bin in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **emptying Recycle Bin** in the HelpSpot **Search** box , then click the arrow.

Browsing for files and folders

A file or folder that you need is rarely right on top of your Windows desktop. It is usually on a drive inside a folder that may be inside yet another folder, and so on.

Windows drives, folders, and files are organized in the same way as a real file cabinet in that they may have many levels (usually many more levels than a file cabinet, in fact). So you usually will have to search through levels of folders to find the file or folder that you need. This is called *browsing*.

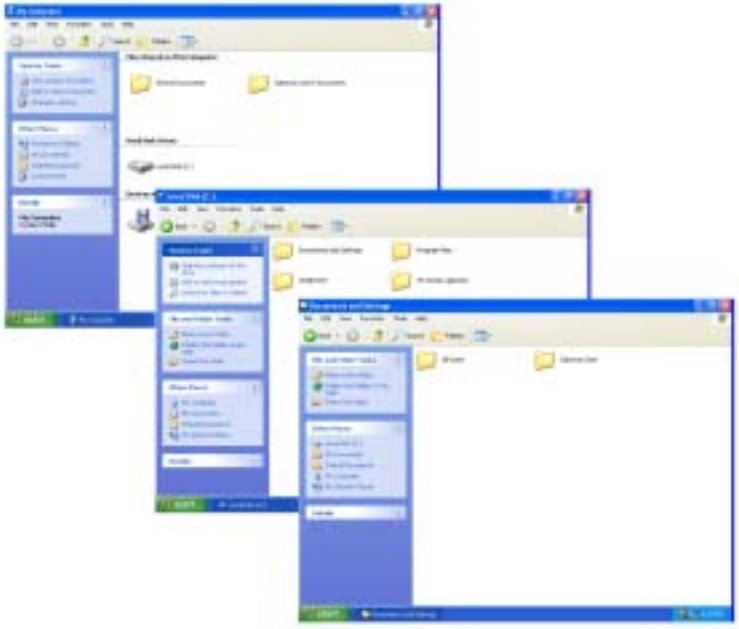
To browse for a file:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon on the desktop. The *My Computer* window opens.

2. Double-click the drive or folder that you think contains the file or folder that you want to find. If you do not see the contents of a folder, click **Show the contents of this drive** or **Show the contents of this folder**.



3. Continue double-clicking folders and their subfolders until you find the file or folder you want.

Help and Support

For more information about browsing for files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **files and folders** in the HelpSpot **Search** box , then click the arrow.

Searching for files

If you are looking for a particular file or folder or a set of files or folders that have characteristics in common, but you do not remember where they are stored on your hard drive, you can use the Search utility to search by:

- Name or part of a name
- Creation date
- Modification date
- File type
- Text contained in the file
- Time period in which it was created or modified

You can also combine search criteria to refine searches.

Files and folders found using this utility can be opened, copied, cut, renamed, or deleted directly from the list in the results window.

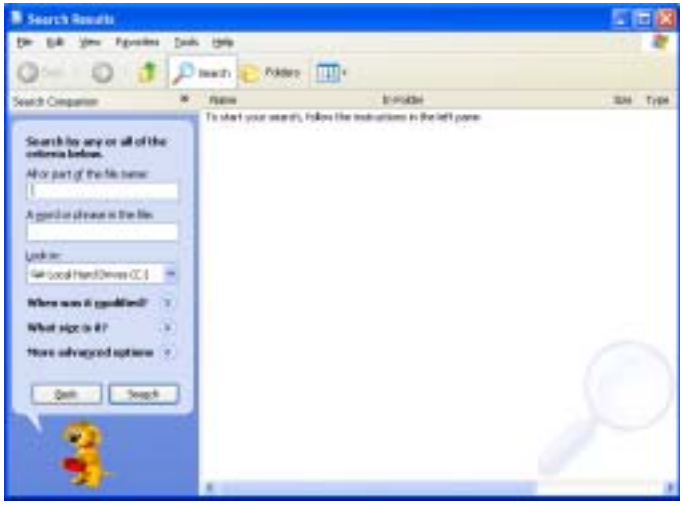
Using the Windows Search utility

To find files and folders using the Search utility:

1 In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens. Click **All files and folders**.

- OR -

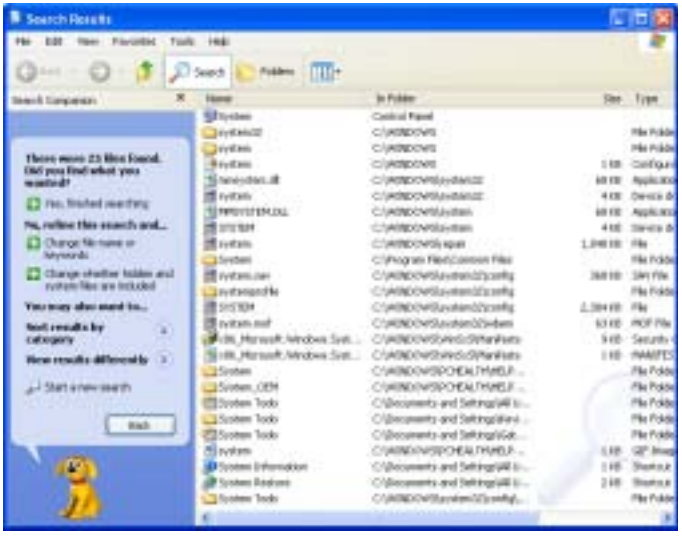
In Windows 2000, click **Start**, **Search**, then click **For Files or Folders**. The *Search Results* window opens.



2 If you want to search by file or folder name, type in all or part of the file or folder name in the name box in the left pane of the window.

- If you type all of the name, Search will list all files and folders of that name.
- If you type part of the name, Search will list all of the file and folder names containing the letters you typed.

3 Click **Search** or **Search Now**. When the search is completed, Windows lists the files and folders whose names contain the text that you searched for.



4 Open a file, folder, or program by double-clicking the name in the list.

Help and Support

For more information about searching for files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **searching** in the HelpSpot **Search** box Search , then click the arrow.

Using advanced search options

Search can find files meeting more criteria than file name. You can narrow your search by selecting the search options that you want. You can search by the:

- Date the file was created or modified.
- Size of the file.
- Type of file, such as a program or a text document.

Working with documents

Computer documents include word processing files, spreadsheet files, or other similar files. The basic methods of creating, saving, opening, and printing a document apply to most of these types of files.

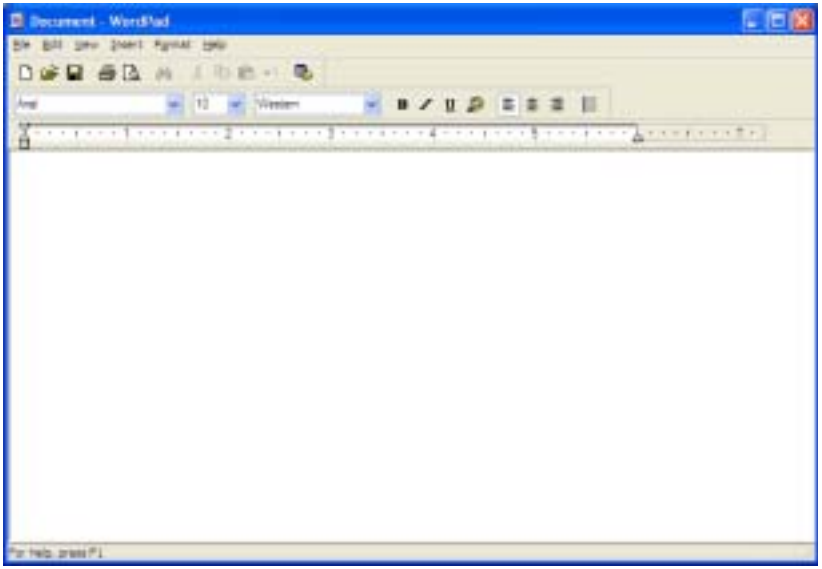
The following examples show how to create, save, open, and print a document using Microsoft® WordPad. Similar procedures apply to other programs such as WordPerfect, Microsoft Word, and Microsoft Excel.

For more information about using a program, click **Help** on its menu bar.

Creating a new document

To create a new document:

1. Click **Start**, **All Programs**, **Accessories**, then click **WordPad**. Microsoft WordPad starts and a blank document opens.



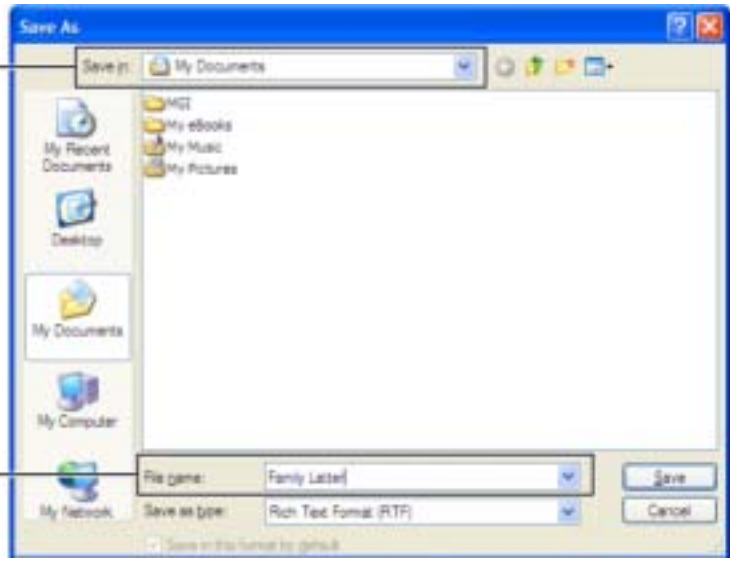
2. Begin composing your document. Use the menus and toolbar buttons at the top of the window to format the document.

Saving a document

After you create a document, you need to save it if you want to use it later.

To save a document:

1. Click **File**, then click **Save**. The *Save As* dialog box opens.



2. Click the arrow button to open the **Save in** list, then click the folder where you want to save the file. If you do not see the folder you want, browse through the folders listed below the *Save in* list.
3. Type a new file name in the **File name** box.
4. Click **Save**.

Help and Support

For more information about saving documents in Windows XP, click **Start**, then click **Help and Support**.

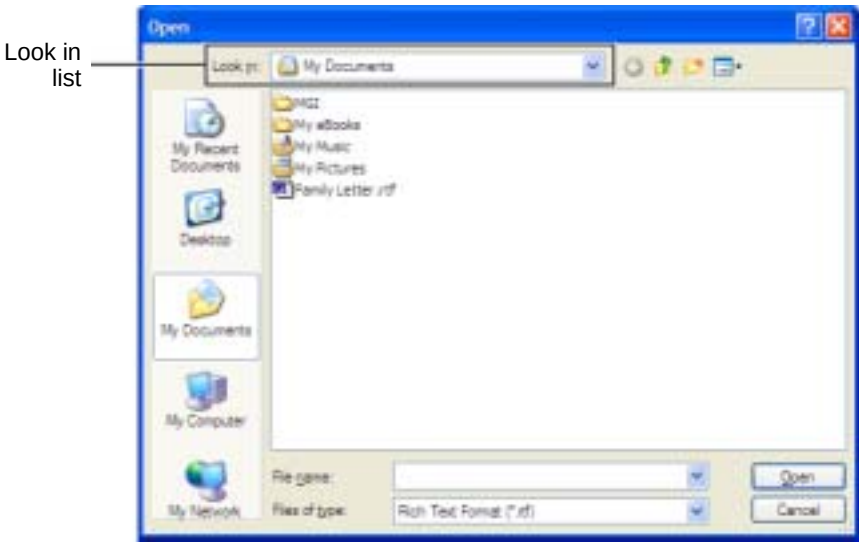
Type the keyword **saving** in the HelpSpot **Search** box Search , then click the arrow.

Opening a document

To view, revise, or print an existing document, first you need to open it. Open the document in the program that it was created in.

To open a document:

1. Start the program.
2. Click **File**, then click **Open**.
3. Click the arrow button to open the **Look in** list, then click the folder you want to open. If you do not see the folder you want, browse through the folders listed below the *Look in* list.



4. Double-click the document file name. The document opens.

Help and Support

For more information about opening documents in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **opening files** in the HelpSpot **Search** box Search, then click the arrow.

Printing a document

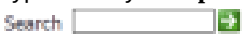
To print a document, you must have a printer connected to your notebook or have access to a network printer. For more information about installing or using your printer, see the printer documentation.

To print a document:

1. Make sure that the printer is turned on and loaded with paper.
2. Start the program and open the document.
3. Click **File**, then click **Print**. The *Print* dialog box opens.
4. Set the print options, then click **OK**. The document prints.

Help and Support

For more information about printing documents in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **printing** in the HelpSpot **Search** box 

, then click the arrow.

Shortcuts

The following table shows a few shortcuts that you can use in Windows and almost all programs that run in Windows. For more information about shortcuts, see your Windows or program documentation.

To...	Do this...
Copy a file, folder, text, or graphic	Click the item, then press **CTRL** + **C**.
Cut a file, folder, text, or graphic	Click the item, then press **CTRL** + **X**.
Paste a file, folder, text, or graphic	Click inside the folder or window where you want to paste the object, then press **CTRL** + **V**.
Select multiple items in a list or window	Click the first item, press and hold down the **CTRL** key, then click each of the remaining items.
Select multiple adjacent items in a list or window	Click the first item in the list, press and hold down the **SHIFT** key, then click the last item in the list.
Permanently delete a file or folder	Click the file or folder, then press **SHIFT** + **DELETE**. The file or folder is permanently deleted. The file or folder is **not** stored in the Recycle Bin.
Rename a file or folder	Click the file or folder, press **F2**, type the new name, then press **ENTER**.
Close the active window or program	Press **ALT** + **F4**.
Switch to a different file, folder, or running program	Press **ALT** + **TAB**.

Help and Support

For more information about Windows keyboard shortcuts in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Windows keyboard shortcuts** in the HelpSpot **Search** box

, then click the arrow.

5 Using the Internet

This chapter provides information about the Internet and the World Wide Web. Read this chapter to learn how to:

- Set up and access an Internet account using America Online®
- Connect to a Web site using a browser
- Download files from the Internet
- Send and receive e-mail using America Online

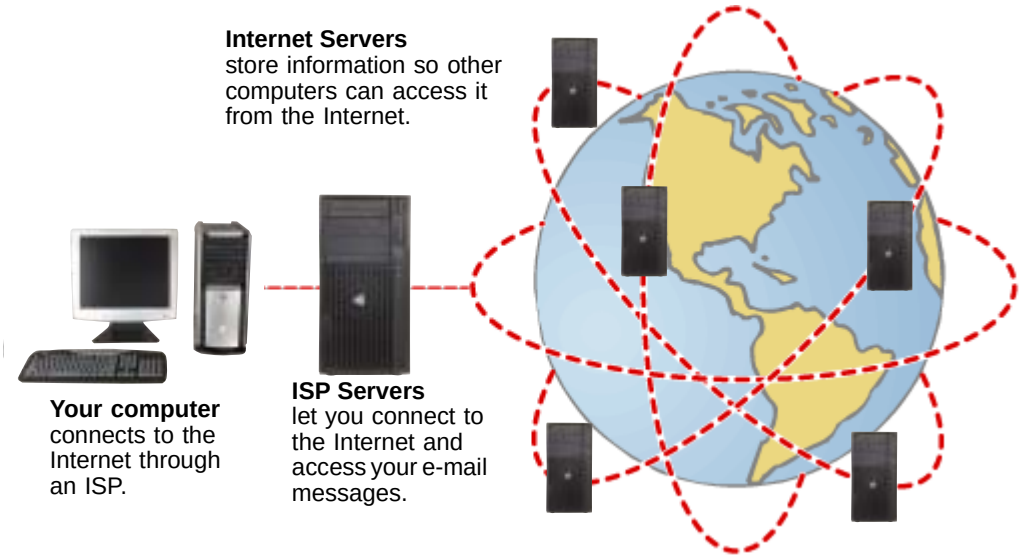
Learning about the Internet

The *Internet* is a worldwide network of computers linked together to provide information to people everywhere. The two most popular services on the Internet are e-mail and the World Wide Web. You can access this network by connecting your notebook to a telephone, DSL (Digital Subscriber Line), or cable line and signing up with an Internet service provider (ISP).

Cable and DSL modems, a connection known as broadband, use your TV cable or special telephone lines to connect to your ISP and access the Internet. Cable and DSL modems connect to your notebook through an Ethernet jack and provide a faster connection speed than a standard telephone modem.

Important

For the location of your modem and Ethernet jacks, see "Left side" on page 3.


Internet Servers
store information so other computers can access it from the Internet.
Your computer
connects to the Internet through an ISP.
ISP Servers
let you connect to the Internet and access your e-mail messages.

If you want to access the Internet you need:

- A **modem** – a device that connects your notebook to other computers or servers using a telephone, DSL, or cable line.
- An **Internet service provider** – a company that provides access to the Internet through an ISP server. When you connect to an ISP, the ISP server lets you access the Internet and your e-mail messages.
- A **Web browser** – a program that displays information from the World Wide Web.
- An **e-mail program** – a program that lets you create, send, and receive e-mail messages over the Internet.

Setting up an Internet account

Before you can view the information on the World Wide Web, you need to set up an Internet account with an Internet service provider (ISP). If you have chosen America Online as an ISP, follow these instructions to set up and connect to your account. To set up a different ISP service or to transfer an existing account to this notebook, contact the ISP directly.

If you set up an account with America Online, an Internet e-mail address is created for you. After completing the setup, you are ready to access the Internet.

To set up an Internet account with America Online:

1. Click **Start**, **All Programs**, then click **America Online**.
2. Follow the on-screen instructions. After setting up your account, you can connect to the Internet and access your e-mail services.

Accessing your Internet account

To connect to your America Online Internet account:

1. Click **Start**, **All Programs**, then click **America Online**.
2. Complete the member name and password information, then click **Connect**. Your notebook dials the Internet account telephone number. After connecting, the *Welcome* window opens.

If you are using a service other than America Online, check with your ISP for the correct procedure for connecting.

To disconnect from your America Online Internet account:

- Click **X** in the top-right corner of the America Online window. Your notebook disconnects from the Internet.

Important

Make sure that your notebook disconnects correctly from your Internet account. If you do not have an "unlimited hours" ISP account, you may have to pay for the time that you are connected, even if you are not at your notebook.

If you are using a service other than America Online, check with your ISP for the correct procedure for disconnecting.

Help and Support

For general information about using Internet accounts in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **ISP** in the HelpSpot **Search** box

, then click the arrow.

Using the World Wide Web

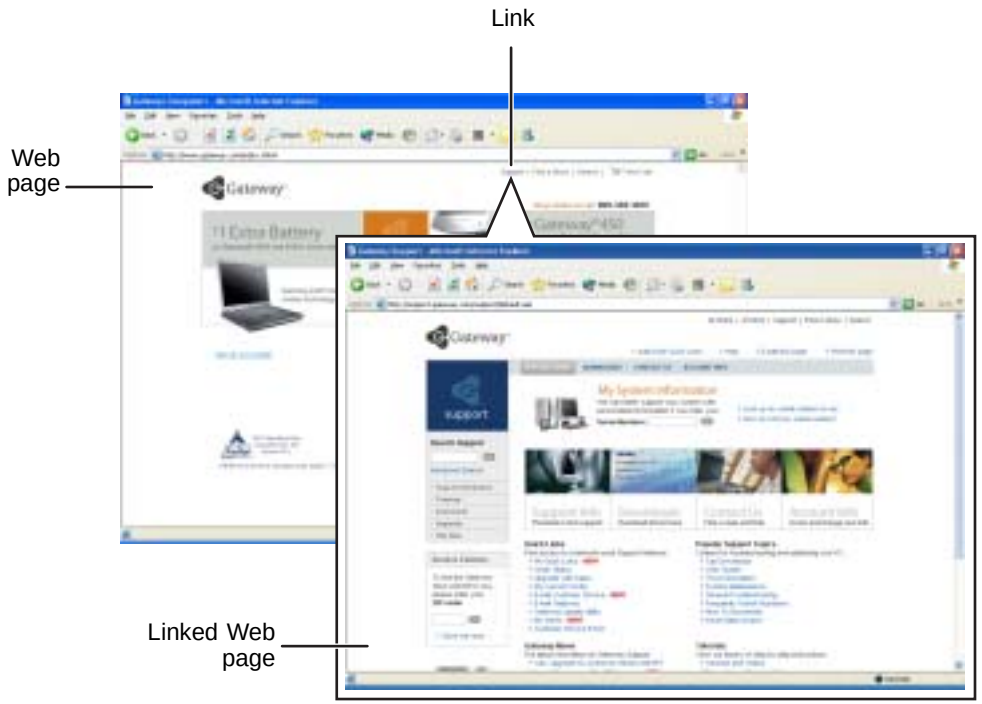
The World Wide Web is a multimedia window to the Internet that gives you access to millions of information sources.

Information on the Web comes to you on *Web pages*, which are electronic documents that you view using a Web page display program called a *browser*. You can use any of the commercially available Web browsers, like Microsoft Internet Explorer (which comes installed on your new notebook), Netscape Navigator, or the browser built into America Online.

Web pages can contain text, animations, music, and other multimedia features. A group of related Web pages is called a *Web site*. You can access Web sites to shop, track investments, read the news, download programs, and much more.

You can explore a Web site or visit other Web sites by clicking areas on a Web page called *links* or *hyperlinks*. A link may be colored or underlined text, a picture, or an animated image. You can identify a link by moving the mouse pointer over it. If the pointer changes to a hand, the item is a link.

To learn more about using the Web browser features, click **Help** in the menu bar.



Connecting to a Web site

After you set up an account with an Internet service provider (ISP) such as America Online, you can access the many information sources on the World Wide Web.

To connect to a Web site:

1. Connect to your Internet account. After your notebook connects, a default opening page or welcome screen opens.
2. To go to a different Web site, type the *address* (called a *URL* for "Universal Resource Locator") in the browser address bar (for example **www.gateway.com**), then click **GO** on the browser address bar.

- OR -

On the current Web page, click a link to a Web site.

The Web browser locates the server computer on the Internet, *downloads* (transfers) data to your notebook, and displays the page on the site that you requested.

Help and Support

For more information about connecting to a Web site in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **connecting to Web site** in the HelpSpot **Search** box Search, then click the arrow.

Sometimes Web pages display slowly. The speed that a Web page displays on your screen depends on the complexity of the Web page and other Internet conditions. Additionally, the speed of your connection will determine how fast Web pages display.

Downloading files

Downloading is the process of transferring files from a computer on the Internet to your notebook.

To protect your notebook against viruses, make sure that you scan the files you download. For more information, see "Protecting your notebook from viruses" on page 222.

To download files or programs from a Web site:

1. Connect to your Internet account.
2. In the address bar, type the address of the Web site that contains the file or program you want to download, then click **GO** on the browser address bar.

   - OR -

   Click a link on a Web page to navigate to the Web site containing the file that you want to download.
3. Create or locate the folder where you want to store the file on your notebook. For more information, see "Working with files and folders" on page 55.
4. Click the link on the Web page for the file that you want to download.
5. Follow the on-screen instructions for saving the file in the folder that you want. A copy of the file is downloaded to your notebook. The time that it takes to transfer the file to your notebook depends on file size and Internet conditions.
6. Open the folder that you created.
7. Install or view the downloaded file by double-clicking it. If applicable, follow the instructions provided on the Web site to run or install the program.

Help and Support

For more information about downloading files in Windows XP, click **Start**, then click **Help and Support**.

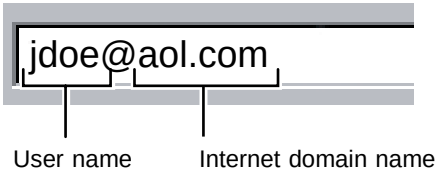
Type the keyword **downloading files** in the HelpSpot **Search** box Search, then click the arrow.

Using e-mail

E-mail (electronic mail) lets you send messages to anyone who has an Internet connection and e-mail address. E-mail is usually a free service of your Internet account.

The Internet never closes, so you can send e-mail messages at any time. Your e-mail messages arrive at most e-mail addresses in minutes.

An *e-mail address* consists of a user name, the @ symbol, and the Internet *domain name* of the Internet service provider (ISP) or company that "hosts" that user. Your e-mail address is assigned when you sign up for an account with an ISP. For example, a person with an account with America Online might have an e-mail address that is similar to this one:



Sending e-mail

To send e-mail using America Online:

1. Connect to your America Online account.
2. Click **Write**.
3. Type the e-mail address of the recipient you want to send e-mail to in the **Send To** box.
4. Type the subject of your e-mail in the **Subject** box.
5. Type the e-mail message.
6. When finished, click **Send Now**. Your e-mail is sent over the Internet to the e-mail address you specified.

Checking your e-mail

To check your e-mail using America Online:

1. Connect to your America Online account.
2. Click **Read**.
3. Double-click the message you want to read.

For more information about managing and organizing your e-mail messages, see the online help in your e-mail program.

Help and Support

For general information about using e-mail in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **e-mail** in the HelpSpot **Search** box Search , then click the arrow.

6

Using Multimedia

This chapter provides information on using the multimedia capabilities of your notebook. Read this chapter to learn how to:

- Adjust the volume
- Record and play audio files
- Use Windows Media Player
- Use a CD or DVD drive
- Play CDs
- Use MusicMatch
- Play DVDs
- Create CDs or DVDs
- Use the optional diskette drive or memory card reader
- Attach a digital camera or digital video camera to your notebook

Adjusting the volume

Adjusting the volume in Windows XP

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your notebook.

To adjust the overall volume level using hardware controls:

- If you are using external speakers, turn the knob on the front of the speakers.

  -OR-

  Use the mute and volume control buttons on the keyboard. For more information, see "System key combinations" on page 28.

  -OR-

  Use the mute and volume control buttons on the audio control panel. For more information, see "Using the audio controls" on page 31.

To adjust the overall volume level from Windows:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Sounds, Speech, and Audio Devices**.
2. Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

3 Click the **Volume** tab.

4 Drag the **Device Volume** slider to change the volume or click to select the **Mute** check box, then click **OK**.

Help and Support

For more information about adjusting the volume in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **adjusting volume** in the HelpSpot **Search** box Search, then click the arrow.

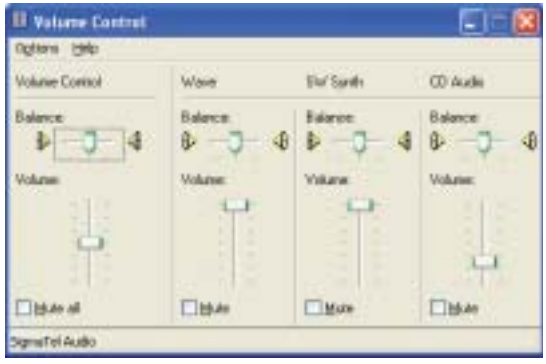
To adjust specific volume levels:

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Sounds, Speech, and Audio Devices**.

2 Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

3 Click the **Volume** tab.

4 Click **Advanced** in the **Device volume** area.



If the device you want to adjust does not appear in the window, click **Options**, **Properties**, the check box next to the audio device you want to adjust, then click **OK**.

5 Drag the volume level and balance sliders for the device you want to adjust. For more information about the volume controls, click **Help** in the window.

6 Click **X** in the top-right corner of the window to close it.

Adjusting the volume in Windows 2000

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your notebook.

To adjust overall volume level using hardware controls:

- If you are using external speakers, turn the knob on the front of the speakers.

  -OR-

  Use the mute and volume control buttons on the keyboard. For more information, see "System key combinations" on page 28.

  -OR-

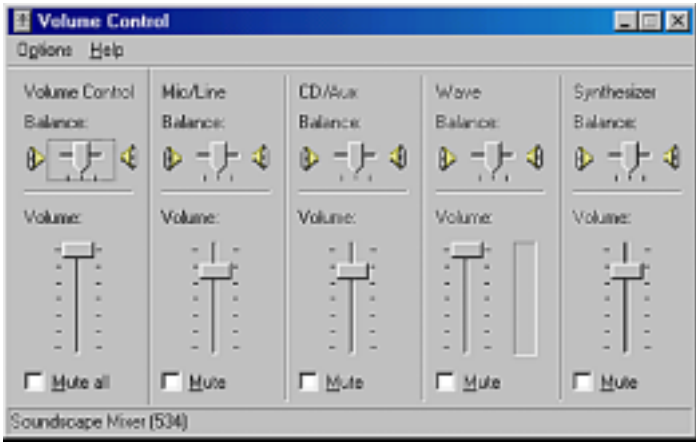
  Use the mute and volume control buttons on the audio control panel. For more information, see "Using the audio controls" on page 31.

To adjust overall volume level from Windows:

- Click the speaker icon on the taskbar, then drag the slider to change the volume or click to select the **Mute** check box.

To adjust specific volume levels:

1. Double-click the speaker icon on the taskbar. The *Volume Control* window opens.



   If the device you want to adjust does not appear in the *Volume Control* window, click **Options**, **Properties**, the audio device you want to adjust, then click **OK**.

2. Drag the volume level and balance sliders for the device you want to adjust. For more information about the volume controls, click **Help** in the *Volume Control* window.

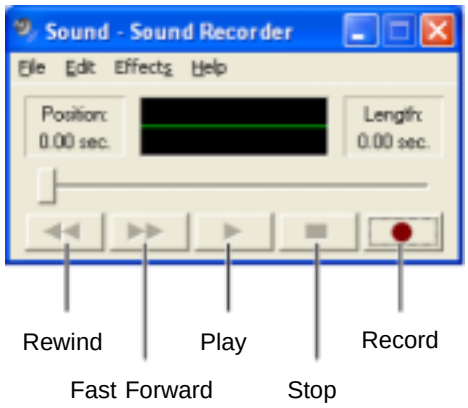
3. Click **X** in the top-right corner of the window to close it.

Recording and playing audio

Use the following instructions to make an audio recording by speaking into a microphone.

To make an audio recording:

1. Plug a microphone into the Microphone jack on your notebook. For the location of the Microphone jack, see "Left side" on page 3.
2. Click **Start**, **All Programs**, **Accessories**, **Entertainment**, then click **Sound Recorder**. The Sound Recorder opens.



3. Click ● (record), then speak into the microphone.
4. When you finish recording, click ■ (stop).
5. Click **File**, then click **Save As**. The *Save As* dialog box opens.
6. Name the recording, specify the location where you want to save the recording, then click **Save**. The recording is saved.

To play an audio recording in Sound Recorder:

1. Open the Sound Recorder.
2. Click **File**, then click **Open**. The *Open* dialog box opens.
3. Click the file you want to play, then click **Open**.
4. Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Help and Support

For more information about making or playing an audio recording in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **recording audio** or **playing audio** in the HelpSpot **Search** box Search, then click the arrow.

Playing audio and video files with the Windows Media Player

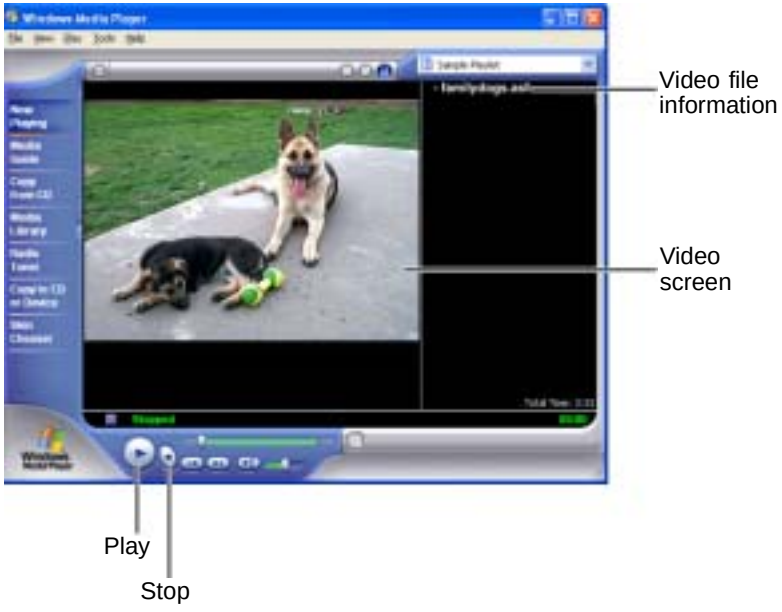
The Windows Media Player can play several types of audio and video files, including WAV, MIDI, MP3, AU, AVI, and MPEG formats. For more information about the using the Windows Media Player, click **Help**.

To play a file using the Windows Media Player:

1 In Windows XP, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

- OR -

In Windows 2000, click **Start**, **Programs**, **Accessories**, **Entertainment**, then click **Windows Media Player**. The Windows Media Player opens.



2 Click **File**, then click **Open**. The *Open* dialog box opens.

Important

If the menu bar does not appear, click the show menu bar button.

3 Click the file you want to play, then click **Open**.

4 Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Help and Support

For more information about playing audio and video using the Windows Media Player in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Media Player** in the HelpSpot **Search** box , then click the arrow.

Using the CD or DVD drive

You can use your notebook to enjoy a wide variety of multimedia features.

Identifying drive types

Your Gateway notebook contains one of the following drive types. Look on the front of the drive for one of the following logos:

CD drive		Use a CD drive for installing programs, playing audio CDs, and accessing data. You cannot use this drive to create CDs or DVDs or play DVDs.
DVD drive		Use a DVD drive for installing programs, playing audio CDs, playing DVDs, and accessing data. You cannot use this drive to create CDs or DVDs.
Combination DVD/CD-RW drive		Use a combination DVD/CD-RW drive for installing programs, playing audio CDs, playing DVDs, accessing data, and recording music and data to CD-R or CD-RW discs. You cannot use this drive to create DVDs. For more information, see “Creating CDs and DVDs using Nero Express” on page 120.
Combination DVD-RW/CD-RW drive		Use a combination DVD-RW/CD-RW drive for installing programs, playing audio CDs, playing DVDs, accessing data, recording music and data to CD-R or CD-RW discs, and recording video and data to DVD-RAM, DVD-R, or DVD-RW discs. For more information, see “Creating CDs and DVDs using Nero Express” on page 120.

Inserting a CD or DVD

Important

Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.

To insert a CD or DVD:

1. Press the eject button on the CD or DVD drive. After the disc tray opens slightly, pull the tray completely open.
2. Place the disc in the tray with the label facing up, then press down carefully on the disc until it snaps into place

Important

When you place a single-sided disc in the tray, make sure that the label side is facing up. If the disc has two playable sides, place the disc so the name of the side you want to play is facing up.

3. Push the tray in until it is closed.

Listening to CDs

You can use the CD or DVD drive on your notebook to listen to music CDs.

Important

Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.

Listening to CDs in Windows XP

Use the Windows Media Player to listen to CDs in Windows XP. For more information about using the Windows Media Player, click **Help**. You can also use MusicMatch to listen to CDs in Windows XP. For more information, see "Using MusicMatch" on page 96.

You can use the audio buttons on the front of your notebook to control how you play your CDs. For more information, see "Using the audio controls" on page 31.

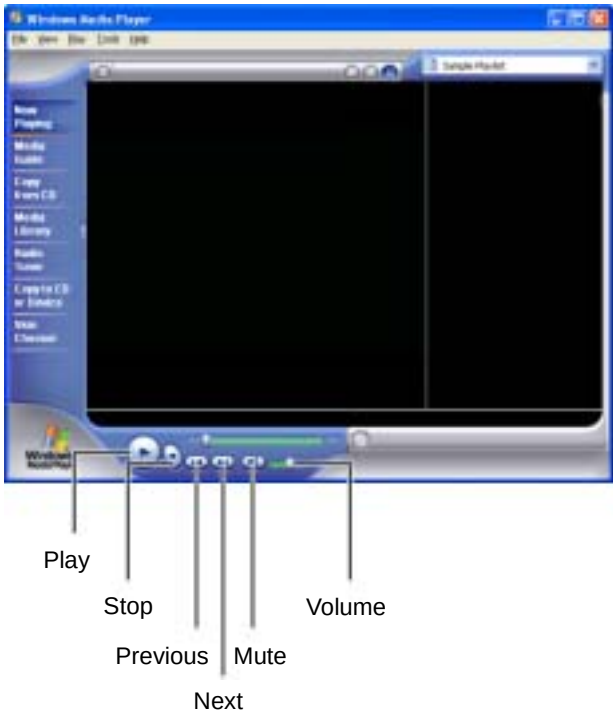
To play a CD:

1. Insert a CD into the CD or DVD drive.
2. If a dialog box opens with a list of CD players, click **Windows Media Player**. The Windows Media Player opens.

   - OR -

   If a dialog box does not open with a list of CD players, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

3 When the media player opens, click ▶ (play).



If you do not hear sound or you want to change the volume, see "Adjusting the volume in Windows XP" on page 82.

Help and Support

For more information about playing CDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **playing CDs** in the HelpSpot **Search** box Search, then click the arrow.

Listening to CDs in Windows 2000

Use the Windows CD Player to play an audio CD in Windows 2000.

You can use the audio buttons on the front of your notebook to control how you play your CDs. For more information, see "Using the audio controls" on page 31.

To play a CD:

- Insert a CD into the CD or DVD drive. The CD Player opens and the CD plays.

  - OR -

  If the CD does not start playing automatically, click **Start**, **Programs**, **Accessories**, **Entertainment**, then click **CD Player**. When the CD Player opens, click ▶ (play).

If you do not hear sound or you want to change the volume, see "Adjusting the volume in Windows 2000" on page 85.

Using MusicMatch

Using MusicMatch™, you can:

- Play music CDs
- Create MP3 music files from your music CDs
- Edit music track information
- Use your music files to build a music library
- Listen to Internet Radio

MusicMatch is only available on Gateway computers having Windows XP. For more information on using MusicMatch, see its online help.

Playing CDs

You can use the MusicMatch program to play music CDs.

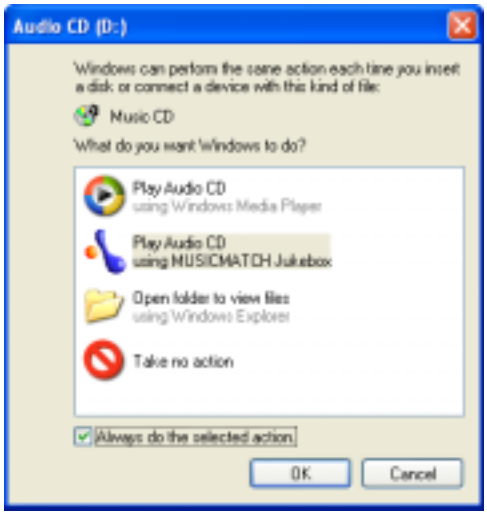
Important

Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.

To play a music CD:

1 To have MusicMatch automatically list the album, artist, and track names of your CD, connect to the Internet before inserting your CD.

2 Insert the music CD into the CD or DVD drive on your notebook. The *Audio CD* dialog box opens.


Audio CD (D:)
Windows can perform the same action each time you insert a disk or connect a device with this kind of file:
Music CD
What do you want Windows to do?
Play Audio CD
using Windows Media Player
Play Audio CD
using MUSICMATCH Jukebox
Open folder to view files
using Windows Explorer
Take no action
Always do the selected action.
OK
Cancel

3 Click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. MusicMatch opens, the CD begins playing, and the names of the music tracks appear in the playlist area.

Creating MP3 music files

Using MusicMatch, you can copy the tracks from a music CD to your notebook's hard drive as MP3 files. *MP3* (MPEG Layer 3) is a standard for digitally compressing high-fidelity music into compact files without noticeably sacrificing quality. MP3 files end in the file extension **.MP3**.

Important

Some music CDs have copy protection software. You cannot copy tracks from these CDs.

To create MP3 files:

1. To have MusicMatch automatically list the album, artist, and track names of your CD, then use that information for naming and storing your MP3 files, connect to the Internet before inserting your CD.
2. Insert a music CD into your CD or DVD drive.
3. If an *Audio CD* dialog box opens, click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. The *MusicMatch* window opens.

   - OR -

   If a dialog box does not open, click **Start**, **All Programs**, **MusicMatch**, then click **MusicMatch Jukebox**. The *MusicMatch* window opens.

4. If the CD is playing, click **Stop**.

5 Click **Record**. The *Recorder* window opens.

6 Click to clear the check box for any track you do not want to record.

7 Click **Record**.

8 When a message appears that tells you the CD drive needs to be configured, click **OK**. A progress bar appears next to each track as it is recorded.

Editing track information

After you add a CD track as an MP3 file to your music library, you can edit the track's information.

To edit track information:

1. In MusicMatch, click **My Library**. The library window opens.
2. In the library window, right-click the file, then click **Edit Track Tag(s)**. The *Edit Track Tag(s)* dialog box opens.

3. Enter information such as track title, lead artist, album, and genre.
4. Click **OK**. The new track information appears in the MusicMatch playlist, music library, and recorder window.

Building a music library

Use MusicMatch to build a music library. You can organize your music tracks by categories, find a track quickly by using the sort features, and add information to a music file.

You can add music tracks to your music library by:

- **Creating MP3 files** – When you create MP3 files from the tracks on your music CD, MusicMatch automatically adds these files to your music library.
- **Dragging and Dropping** – Drag and drop files from Windows Explorer or your desktop to the music library.
- **Downloading files from the Internet** – When you are connected to the Internet, MP3 files that you download are automatically added to your music library.

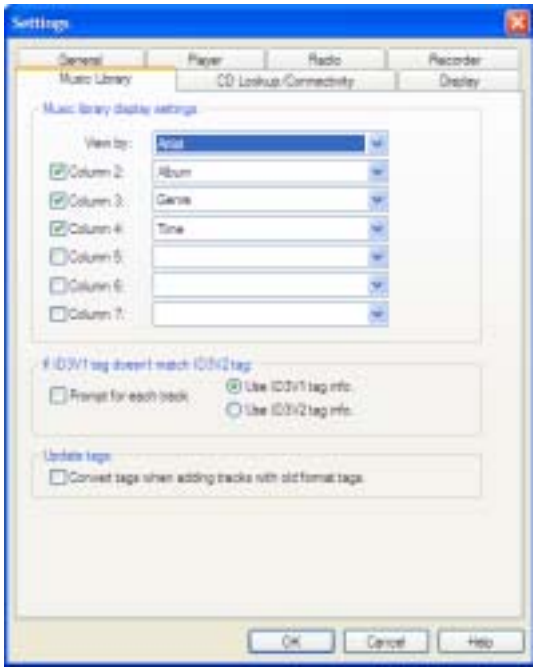
Caution

During the download process, MP3 files may become corrupt. If you are having trouble listening to, or working with, a downloaded file, try downloading the file again.

Changing the music library display settings

To change the music library display settings:

1. In MusicMatch, click **Options**, then click **Settings**. The *Settings* window opens.
2. Click the **Music Library** tab.



3. Click an arrow button to open a column list, then click the category that you want to display in the column.
4. When you have finished selecting categories, click **OK**.

Listening to Internet radio

To listen to an Internet radio station:

1 Connect to the Internet, then open MusicMatch.

2 Click **Online Music**. The *Radio* window opens.

3 To select one of the MusicMatch Internet radio stations, click **Featured Radio Stations** or **Radio Stations**, the radio station, then click the arrow in the *play this station* box. MusicMatch connects to the station and plays the audio. If you do not see **Featured Radio Stations** or **Radio Stations**, drag the scroll bar on the left.

- OR -

To play another Internet radio station, click **Broadcast Radio**, the appropriate category in the **Broadcast Stations** list, the radio station, then click the arrow in the *play this station* box. MusicMatch connects to the station and plays the audio. If you do not see **Broadcast Radio**, drag the scroll bar on the left.

Using advanced features

You can also use MusicMatch to create your own music CDs and to download MP3 files to your portable MP3 player. For more information, see the MusicMatch online help.

Tips & Tricks

In Windows XP, see *Do More With Gateway* for more information about using your notebook to play digital music and download music from the Internet. Click **Start**, then click **Do More With Gateway**. If you are in the *Business Solutions* view, click **Consumer Solutions**. Click **Digital Music**.

Playing a DVD

A Digital Versatile Disc (DVD) is similar to a standard CD but has greater data capacity. Because of this increased capacity, full-length movies, several albums of music, or several gigabytes of data can fit on a single disc. If your notebook has a DVD drive, you can play DVDs with the InterVideo DVD Player program or Windows Media Player. For more information about playing DVDs, click **Help** in the DVD player program.

To play a DVD:

1. Make sure that the speakers are turned on or headphones are plugged in and that the volume is turned up.
2. Turn off your screen saver and standby timers.

3 To play a DVD using InterVideo DVD, click **Start**, **All Programs**, **DVD**, then click **DVD Player**. The InterVideo DVD Player video screen and control panel open.

-OR-

To play a DVD using Windows Media Player in Windows XP, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

- OR -

To play a DVD using Windows Media Player in Windows 2000, click **Start**, **Programs**, **Accessories**, **Entertainment**, then click **Windows Media Player**. The Windows Media Player opens.

Important

If the InterVideo DVD player is not on your Start menu, or if Windows Media Player cannot play a DVD, you will need to install the InterVideo DVD program. To install the InterVideo DVD program, insert the InterVideo DVD Software disc into your DVD drive and follow the on-screen instructions.

4 Insert a DVD into the DVD drive, then click ▶ (play). The DVD plays. Use the volume controls in the DVD player or the audio buttons on the front of your notebook to adjust the volume. For more information on using the DVD player, see its online help.

Help and Support

For more information about playing DVDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **playing DVDs** in the HelpSpot **Search** box Search, then click the arrow.

Creating CDs and DVDs using Roxio Easy CD Creator

You can use your DVD/CD-RW, or DVD-RW/CD-RW drive to create data CDs, music CDs, or copies of CDs. You can use your DVD-RW/CD-RW drive to create data DVDs. For more information about your drive's capabilities, see "Identifying drive types" on page 91.

Creating data CDs and DVDs

Use Roxio Easy CD Creator to create **data** CDs and DVDs. Data CDs and DVDs are ideal for backing up important files such as tax records, letters, MP3s, digital movies, or photos. For information on creating **music** CDs, see "Creating music CDs" on page 112.

Use your movie creator software to create **video** DVDs. For more information about using the movie creator software that came with your notebook, see its online help.

Important

We recommend that you do not use your notebook for other tasks while creating CDs or DVDs.

Important

If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

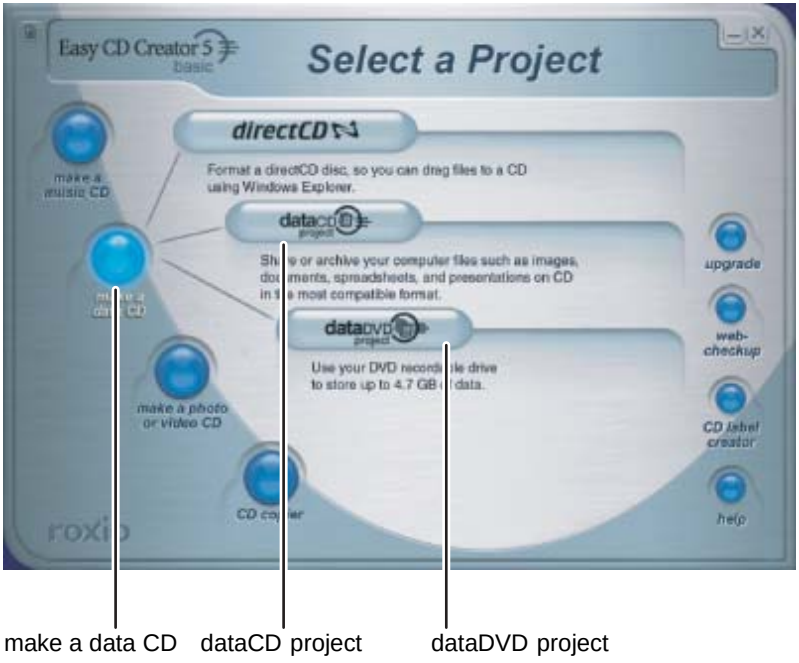
To create a data CD or DVD:

1 Insert a blank, writable CD or DVD into your recordable CD or DVD drive.

2 If a *CD Drive* dialog box opens, click **Create a CD using Roxio Easy CD Creator**, then click **OK**. The *Select a Project* window opens.

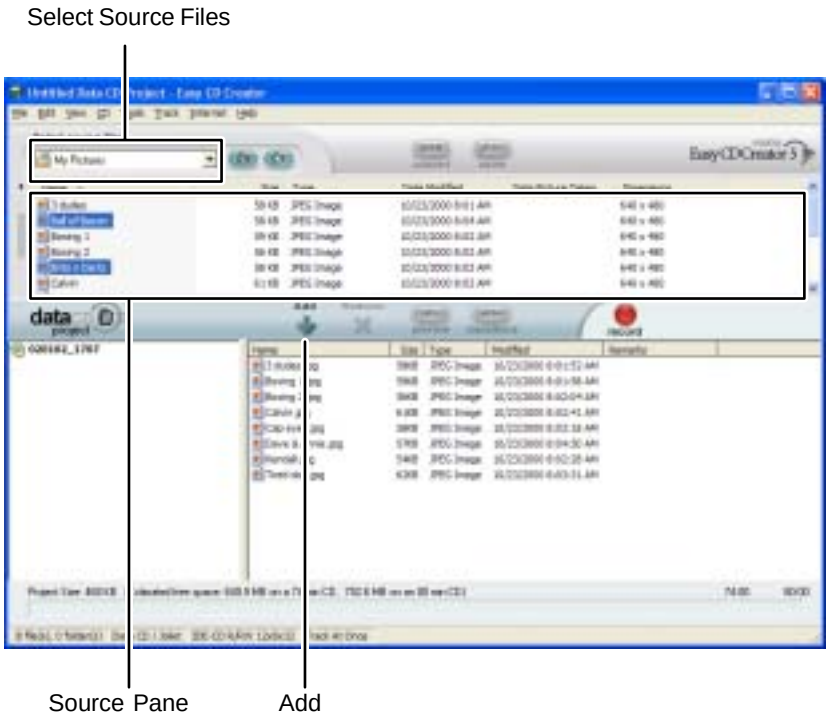
- OR -

If a dialog box does not open, click **Start**, **All Programs**, **Roxio Easy CD Creator**, then click **Project Selector**. The *Select a Project* window opens.



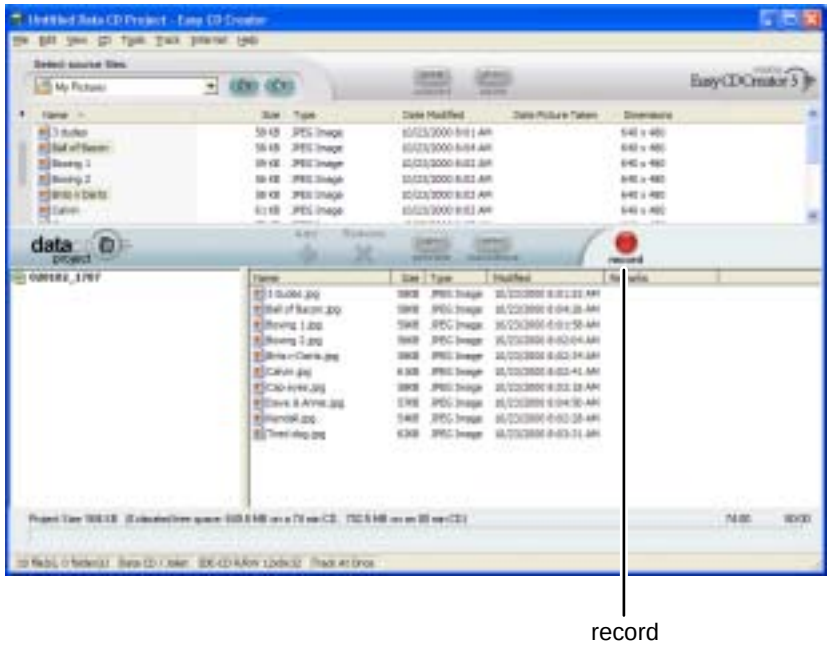
make a data CD dataCD project dataDVD project

3 Move your pointer over **make a data CD**, then click **dataCD project**. The *Easy CD Creator* window opens.



4 Click the arrow button to open the **Select Source Files** list, then click the drive or folder where the files you want to add to the writable CD or DVD are located. If you do not see the folder you want, browse through the folders in the *Source* pane.

5 Click the file you want to record (hold down the **CTRL** or **SHIFT** key when you click to select multiple files) in the *Source* pane, then click **Add**.



6 After you have added all of your files, click **record**. The *Record CD Setup* dialog box opens.

7 Click **Start Recording**.

Help and Support

For more information about creating CDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **creating CDs** in the HelpSpot **Search** box Search, then click the arrow.

Creating video DVDs

Use your movie creator software to create **video** DVDs. For more information about using the movie creator software that came with your notebook, see its online help.

Important

We recommend that you do not use your notebook for other tasks while creating DVDs.

Important

If you record copyrighted material on a DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

To create a video DVD:

1. Insert a blank, writable DVD-R or DVD-RW disc into your recordable DVD drive. You cannot use a DVD-RAM disc to create a video DVD.
2. If a *CD Drive* dialog box opens, click **Take no action**, then click **OK**.
3. Use your video authoring and recording program, such as Pinnacle Expression, to create **video** DVDs. For more information about using the program that came with your notebook, see its online help.

After you connect your digital camcorder to your notebook, creating a video DVD typically consists of three basic steps: capture the video, edit the video, and record the video to a DVD-R or DVD-RW disc.

Creating music CDs

Use Roxio Easy CD Creator to create **music** CDs from other music CDs or MP3 files. For information on creating data CDs, see "Creating data CDs and DVDs" on page 106.

Important

We recommend that you do not use your notebook for other tasks while creating CDs.

Important

If you record copyrighted material to a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

Important

Some CDs have copy protection software. You cannot create MP3 files from these CDs and you may not be able to listen to these CDs on your notebook.

To create music CDs:

1. Insert a blank, writable CD into your recordable CD drive.

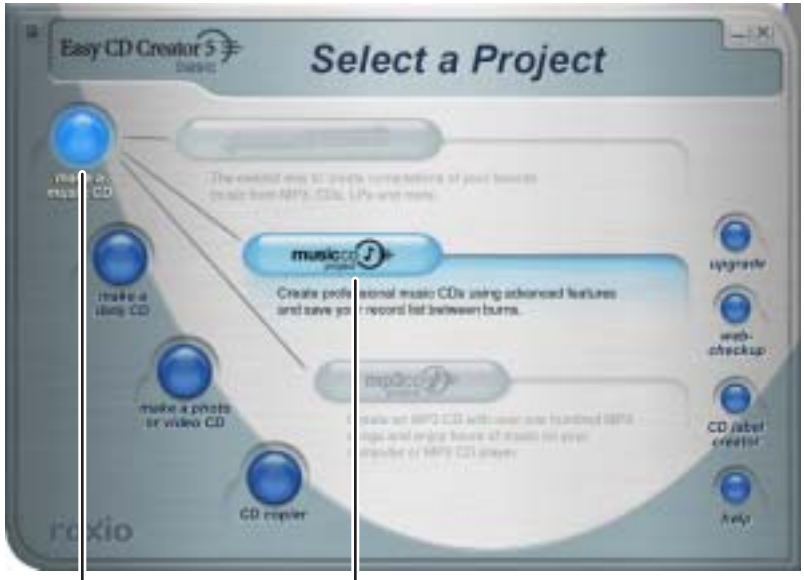
Tips & Tricks

Most home and car stereos can read CD-R discs, but cannot read CD-RW discs. To make sure that the CD that you create will play on home and car CD players, use a CD-R disc.

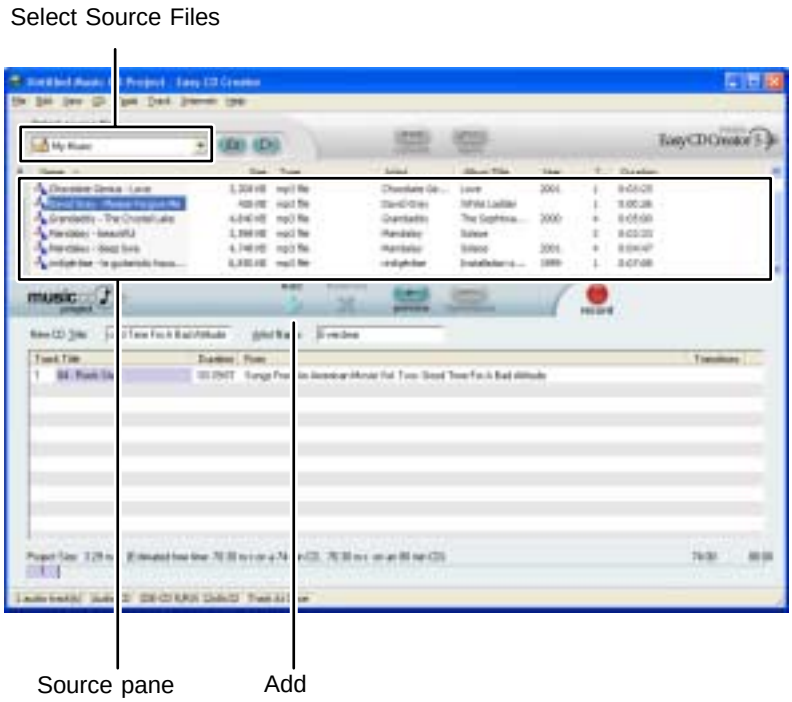
2 If a *CD Drive* dialog box opens, click **Create a CD using Roxio Easy CD Creator**, then click **OK**. The *Select a Project* window opens.

- OR -

If a dialog box does not open, click **Start**, **All Programs**, **Roxio Easy CD Creator**, then click **Project Selector**. The *Select a Project* window opens.



3 Move your pointer over **make a music CD**, then click **musicCD project**. The *Easy CD Creator* window opens.

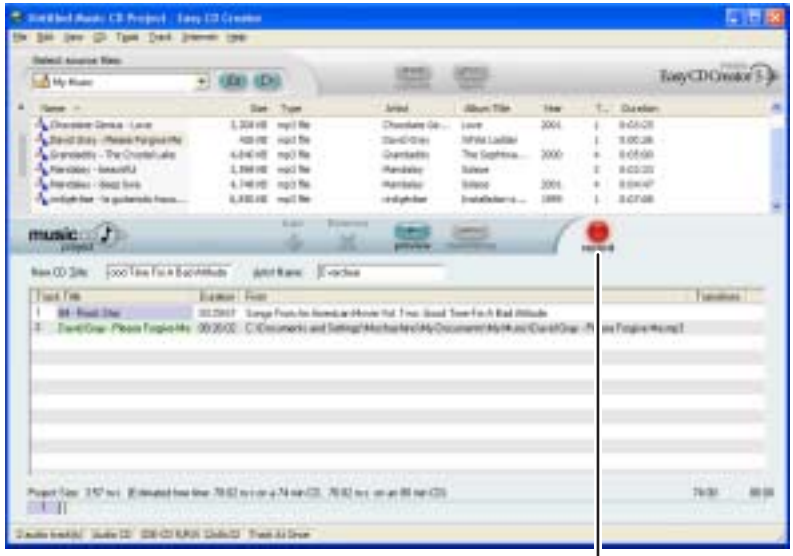


4 Click the arrow button to open the **Select Source Files** list, then click the drive or folder where the music files that you want to add to the writable CD are located. If you do not see the folder you want, browse through the folders in the *Source* pane.

5 Click the file you want to record (hold down the **CTRL** or **SHIFT** key when you click to select multiple files) in the *Source* pane, then click **Add**.

Tips & Tricks

You can add any combination of music tracks or MP3 files to a music CD project. You can add up to 99 tracks and files, or up to 650 MB (74-minute CD) or 700 MB (80-minute CD) of tracks and files to a music CD project.



6 After you have added all of your tracks and files, click **record**. The *Record CD Setup* dialog box opens.

7 Click **Start Recording**. When the recording is complete, you may see a *Record Complete* dialog box. Select the appropriate option.

Help and Support

For more information about creating CDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **creating CDs** in the HelpSpot **Search** box Search, then click the arrow.

Copying CDs and DVDs

CD Copier can make backup copies of almost any type of CD or DVD.

Important

We recommend that you do not use your notebook for other tasks while creating a CD or DVD.

Important

If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

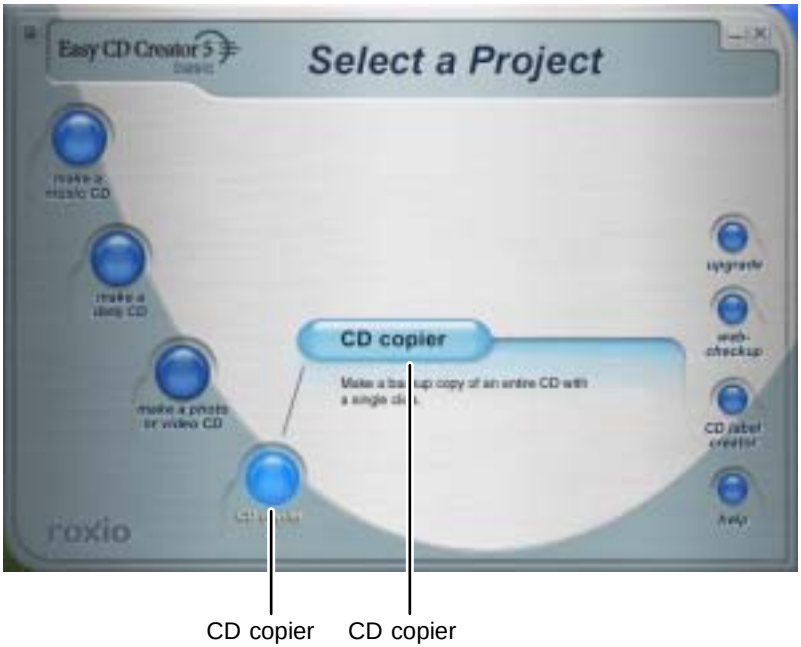
To copy a CD or DVD:

1. Insert the CD or DVD you want to copy into your recordable CD or DVD drive.
2. If a dialog box opens, click **Take no action**.

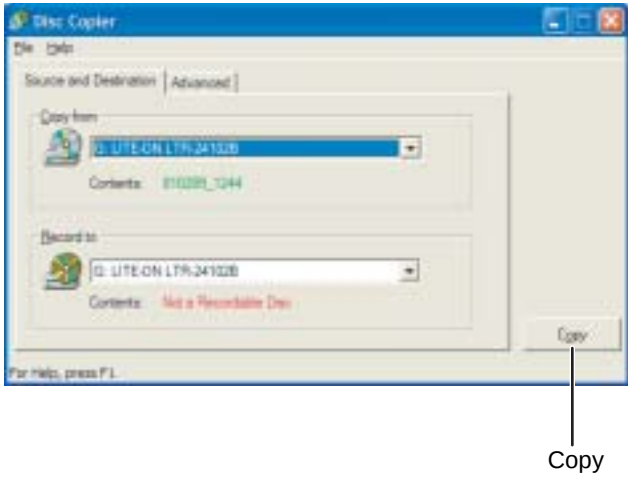
3 If a *CD Drive* dialog box opens, click **Create a CD using Roxio Easy CD Creator**, then click **OK**. The *Select a Project* window opens.

- OR -

If a dialog box does not open, click **Start**, **All Programs**, **Roxio Easy CD Creator**, then click **Project Selector**. The *Select a Project* window opens.



4 Move your pointer over **CD copier**, then click **CD copier**. The *CD Copier* window opens.



5 On the **Source and Destination** tab, click the arrow button to open the **Copy from** list, then click the recordable drive.

6 Click the arrow button to open the **Record to** list, then click the recordable drive.

7 Click **Copy**. CD Copier copies the information on the source CD or DVD to your hard drive, prompts you to insert the blank CD or DVD, then copies the information from the hard drive to the blank CD or DVD.

Help and Support

For more information about copying CDs and DVDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **copying CDs** in the HelpSpot **Search** box Search, then click the arrow.

Creating CDs and DVDs using Nero Express

You can use Nero Express to copy tracks from a music CD to your hard drive, copy or create data CDs and DVDs, create music CDs, create video DVDs, and more.

Important

We recommend that you do not use your notebook for other tasks while creating CDs.

Important

If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

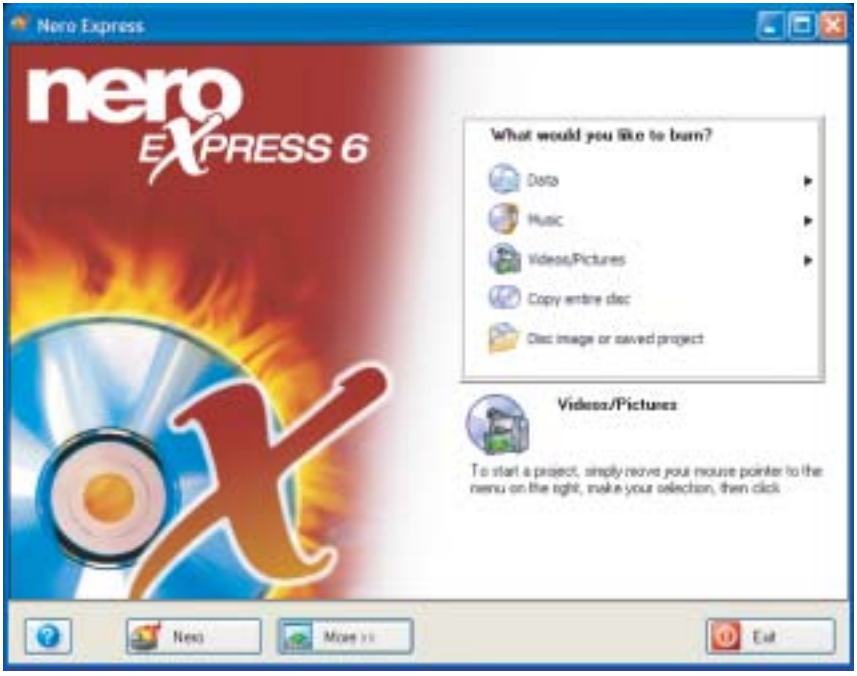
Important

Some CDs have copy protection software. You cannot create MP3 files from these CDs and you may not be able to listen to these CDs on your notebook.

Creating a data CD or DVD

To create a data CD or DVD:

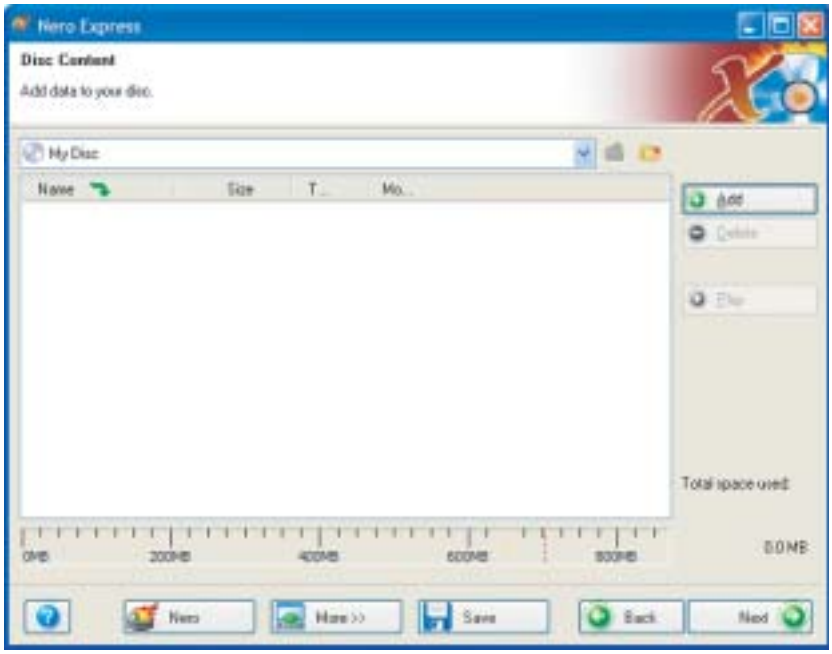
1 Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.



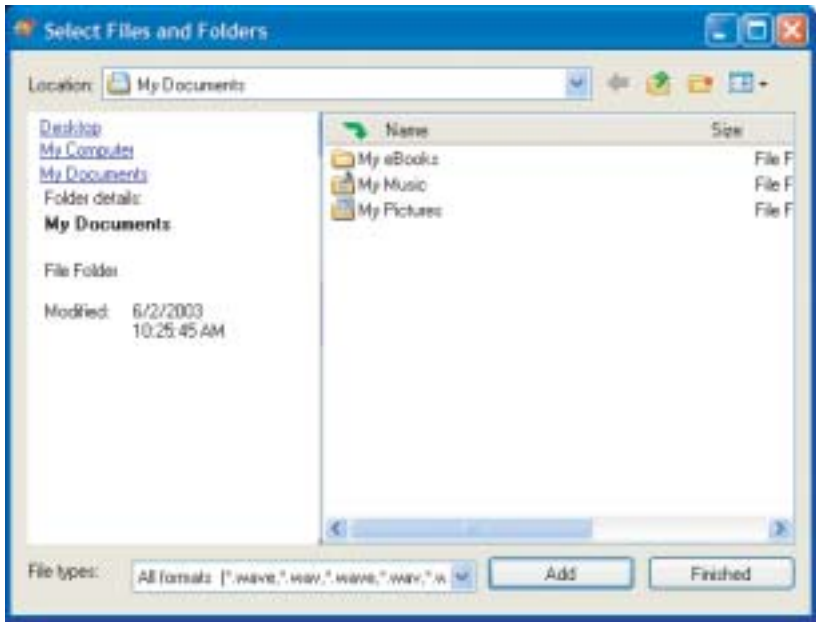
2 Insert a blank, writable CD or DVD into your recordable drive.

3 If a dialog box opens, click **Take no action**, then click **OK**.

4 Move your pointer over **Data**, then click **Data Disc**. The *Disc Content* screen opens.



5 Click **Add**. The *Select Files and Folders* dialog box opens.

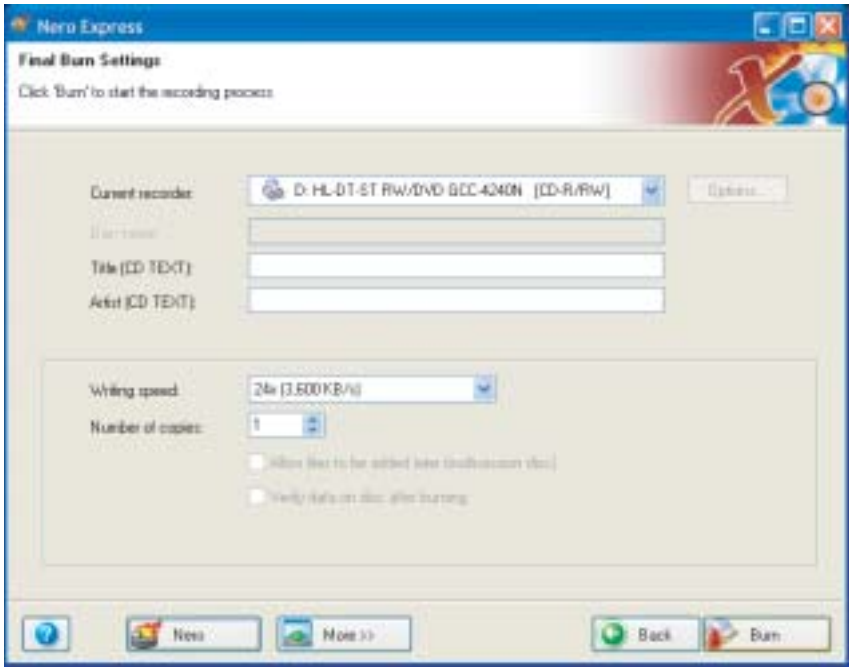


6 Browse to the folder that contains the files you want to add. You can click the arrow to open the **Location** list, then click a drive or folder, or you can click folders in the **Name** list. Press and hold the **CTRL** key to select multiple files.

7 Click **Add**. You can continue to select files and click **Add**.

8 After you select all your files, click **Finished**.

9 Click **Next**. The *Final Burn Settings* screen opens.



10 Click the arrow to open the **Current recorder** list, then click your recordable drive.

11 Click **Burn**. The *Burning Process* screen opens and Nero Express burns the files to the CD.

12 When a message tells you that the recording is complete, click **OK**.

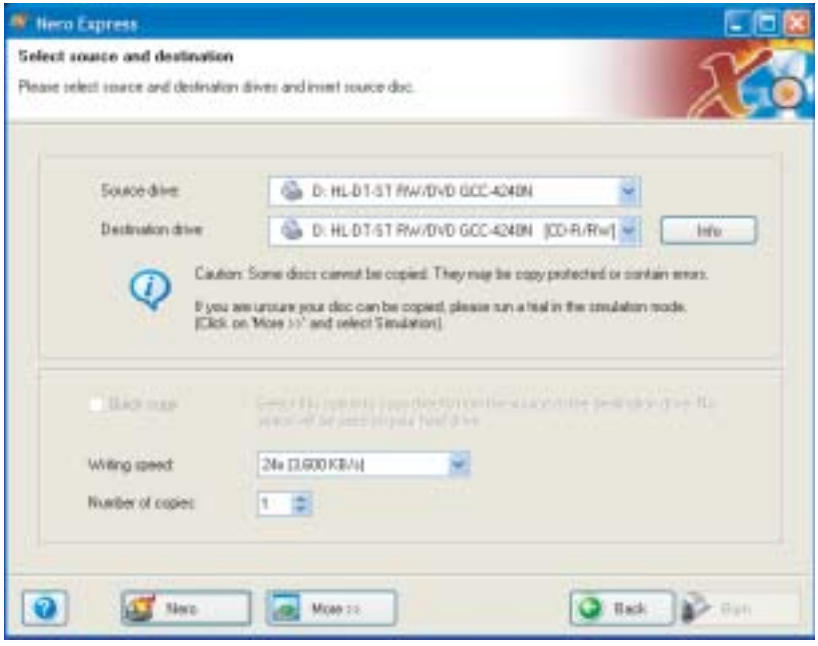
13 Click **Next** to return the main Nero Express screen.

14 Click **Exit**.

Copying a CD or DVD

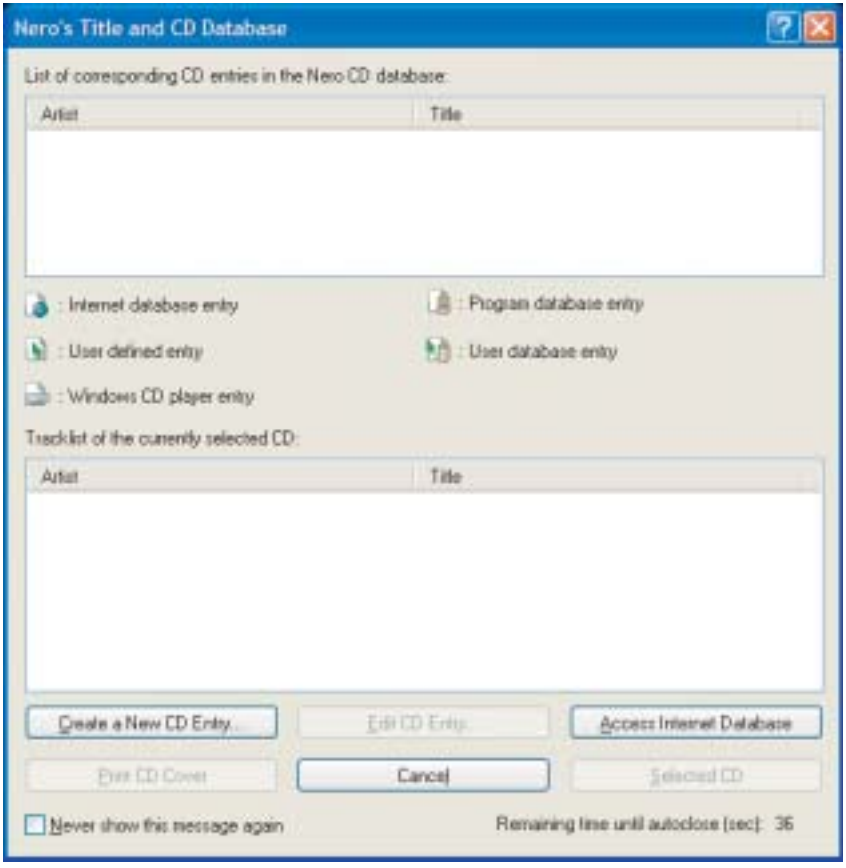
To copy a music CD, data CD, or data DVD:

1. Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.
2. Click **Copy entire disc**. The *Select source and destination* screen opens.



3. Insert the music CD or data CD or DVD you want to copy into your recordable drive.
4. Click the arrow to open the **Source drive** list, then click the drive that contains your source disc.
5. Click the arrow to open the **Destination drive** list, then click your recordable drive.

6 Click **Burn**. The *Nero's Title and CD Database* dialog box opens.

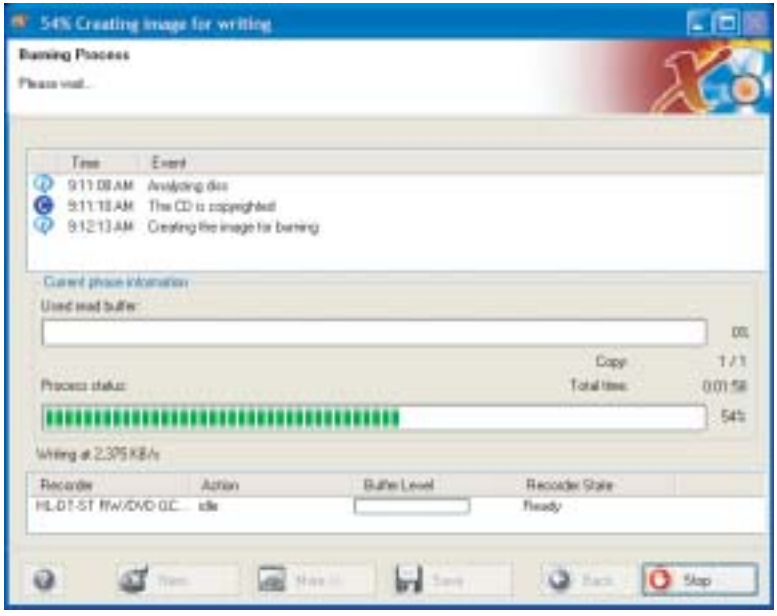


7 Wait until the dialog box closes.

- OR -

Click **Cancel**.

The *Burning Process* screen opens. Nero Express copies the tracks or files to your hard drive.



8 A message prompts you to insert a CD or DVD. Remove the source CD or DVD, insert a blank, writable CD or DVD, then wait for the message box to close. Nero Express copies the files from your hard drive to the writable CD or DVD.

9 When a message tells you that the recording is complete, click **OK**.

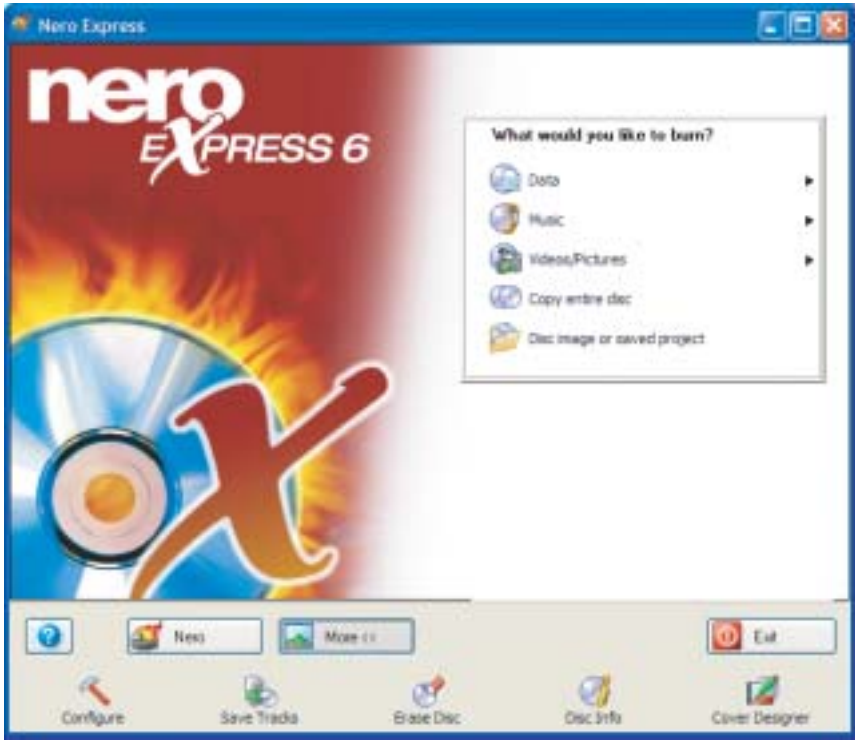
10 Click **Next** to return to the main Nero Express screen.

11 Click **Exit**.

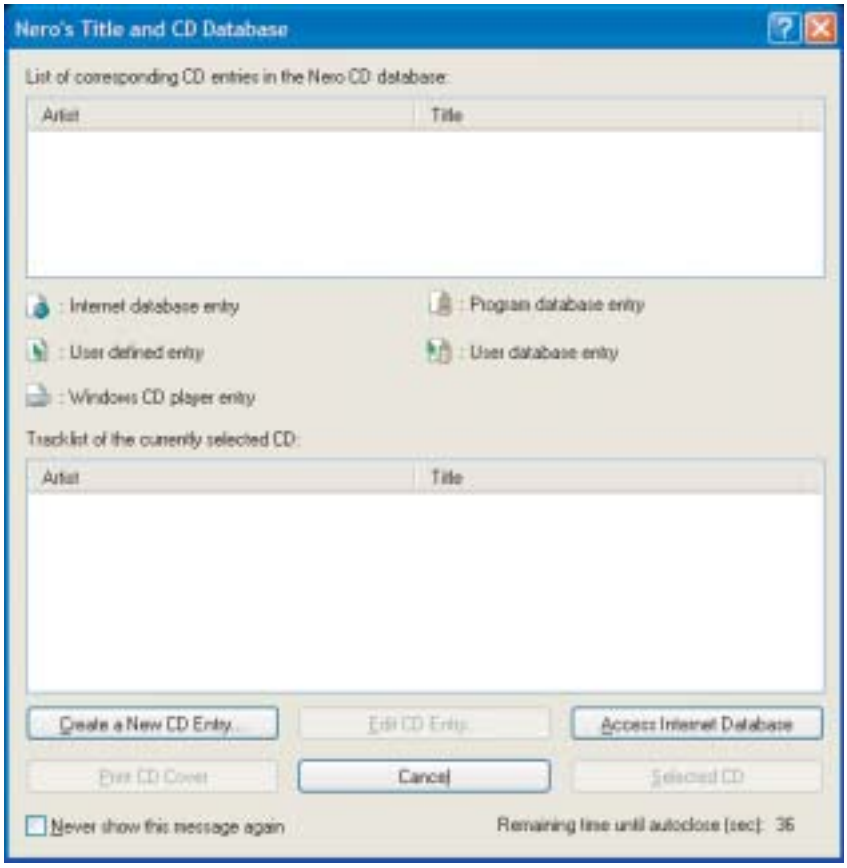
Copying music tracks

To copy music CD tracks to your hard drive:

1. Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.
2. Insert the music CD that has the tracks you want to copy into your CD drive.
3. If an *Audio CD* dialog box opens, click **Take no action**, then click **OK**.
4. Click **More**. The Nero Toolbar opens.



5 Click the **Save Tracks** icon. The *Nero's Title and CD Database* dialog box opens.

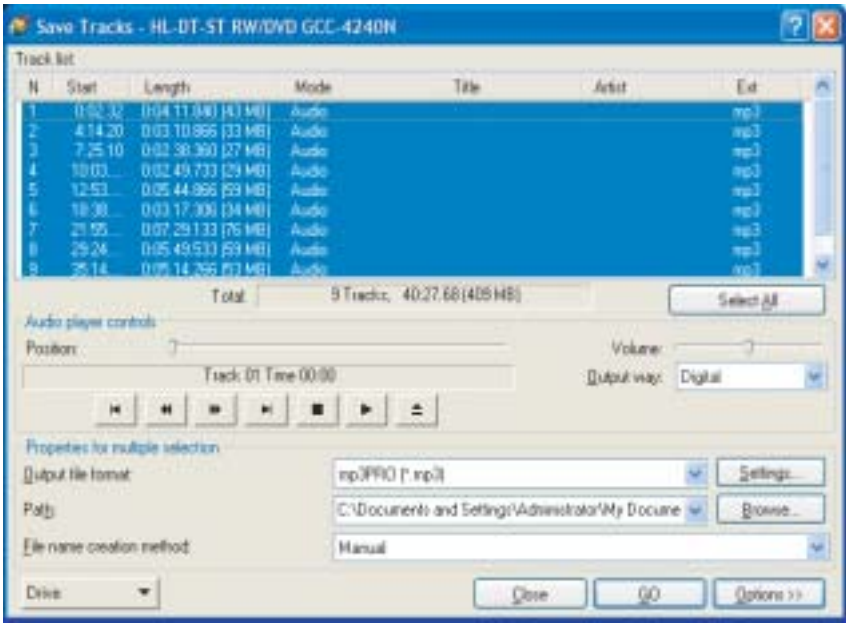


6 Wait until the dialog box closes.

- OR -

Click **Cancel**.

7 If a message box opens, click **OK**. The *Save Tracks* dialog box opens.



8 Click the arrow button to open the **Output file format** list, then click the format you want for the saved tracks.

9 To record all the tracks, click **GO**. The recording process begins.

- OR -

To record selected tracks, hold down the **CTRL** key, click the tracks you want, then click **GO**. The recording process begins.

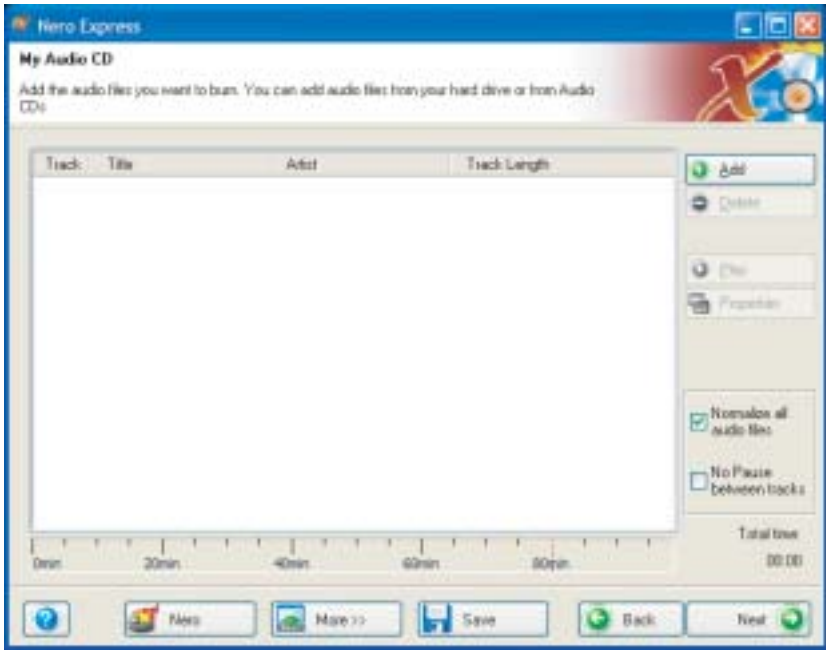
10 After the recording is complete, click **Close**.

Creating a music CD

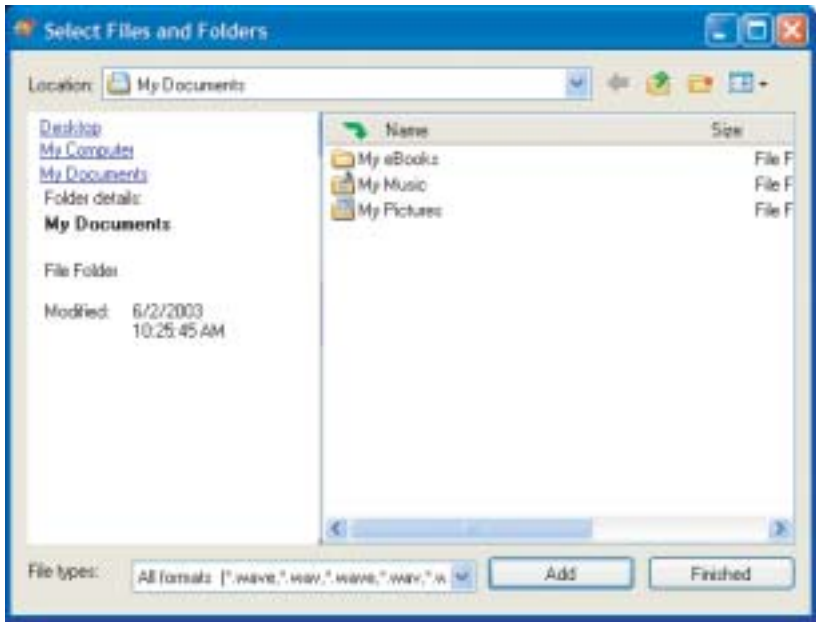
To create a music CD:

1. Click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click **Nero Express**. Nero Express opens.
2. Insert a blank, writable CD into your recordable drive.
3. If a dialog box opens, click **Take no action**, then click **OK**.
4. Move your pointer over **Music**, then click one of the following options:
   - **Audio CD** to create a music CD that will play on all CD players. Nero Express converts MP3 and WMA files to Audio CD format.
   - **Audio and Data CD** to create a CD that contains tracks and data files. You can play the music files in a CD player and you can view all files on your notebook.
   - **MP3 Disc** to create a CD using MP3 files. You can play the CD on your notebook or a player that supports MP3 files.
   - **WMA disc** to create a CD using WMA files. You can play the CD on your notebook or a player that supports WMA files.

The screen you use to add files opens.



5 Click **Add**. The *Select Files and Folders* dialog box opens.

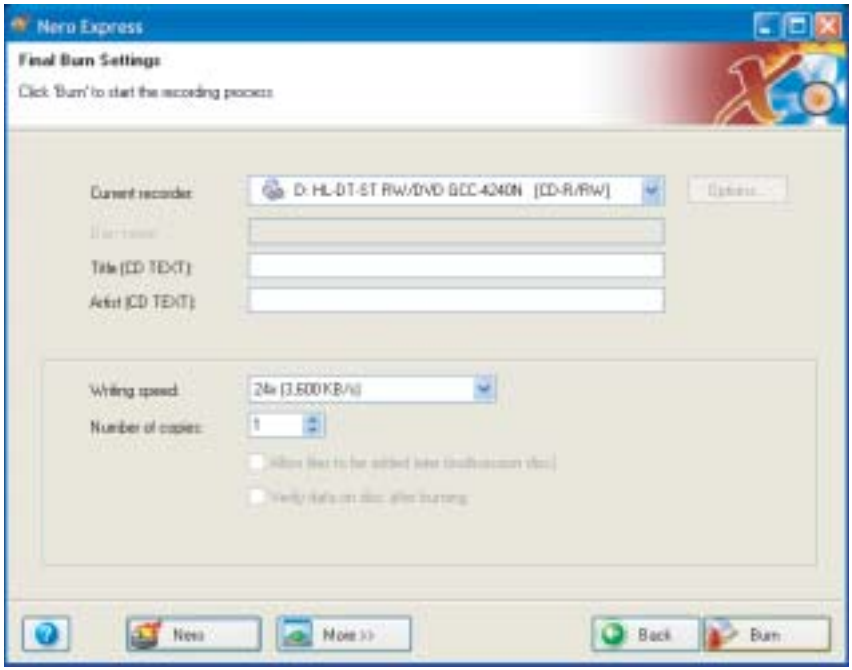


6 Browse to the folder that contains the files you want to add. You can click the arrow to open the **Location** list, then click a drive or folder, or you can click folders in the **Name** list. Press and hold the **CTRL** key to select multiple files.

7 Click **Add**. You can continue to select files and click **Add**.

8 After you select all your files, click **Finished**.

9 Click **Next**. The *Final Burn Settings* screen opens.



10 Click the arrow to open the **Current recorder** list, then click your recordable drive.

11 Click **Burn**. The *Burning Process* screen opens and Nero Express burns the files to the CD.

12 When a message tells you that the recording is complete, click **OK**.

13 Click **Next** to return the main Nero Express screen.

14 Click **Exit**.

Advanced features

In addition to Nero Express, you can use:

- **Nero BackItUp** to create a backup of files on your hard drive, then use BackItUp to restore the files you backed up in case of a hard drive failure, virus, or other problem.
- **Nero CD-DVD Speed** to test your CD and DVD drives for transfer rates, load and eject times, seek and access times, and more.
- **Nero Cover Designer** to create labels for your CDs and DVDs, covers for your CD and DVD cases, booklets to include with your CDs and DVDs, and more.
- **Nero DriveSpeed** to control CD or DVD drive read speed and spin down time.
- **Nero InfoTool** to find out about your drive capabilities and your notebook configuration.

To use these programs, click **Start**, **All Programs**, **Burn a CD or Data DVD**, **Nero Programs**, then click the program you want.

For more information, see the online help in the programs and the online user's guides. To access the user's guides, click **Start**, **All Programs**, **Burn a CD or Data DVD**, **User's Guides**, then click the guide you want.

Using the optional diskette drive

The diskette drive uses 3.5-inch diskettes (sometimes called *floppy disks*). Diskettes are useful for storing files or transferring files to another computer.

Warning

Do not expose diskettes to water or magnetic fields. Exposure could damage the data on the diskette.

Important

Your notebook comes with either a built-in diskette drive or a built-in memory card reader. If your notebook has a built-in memory card reader and you need to use a diskette drive, Gateway recommends purchasing a USB diskette drive. To order a USB diskette drive, visit the Accessory Store at accessories.gateway.com.

To use a diskette:

1. Insert the diskette into the diskette drive with the label facing up.
2. To access a file on the diskette in Windows XP, click **Start**, then click **My Computer**. Double-click the drive letter (for example, the A: drive), then double-click the file name.

   - OR -

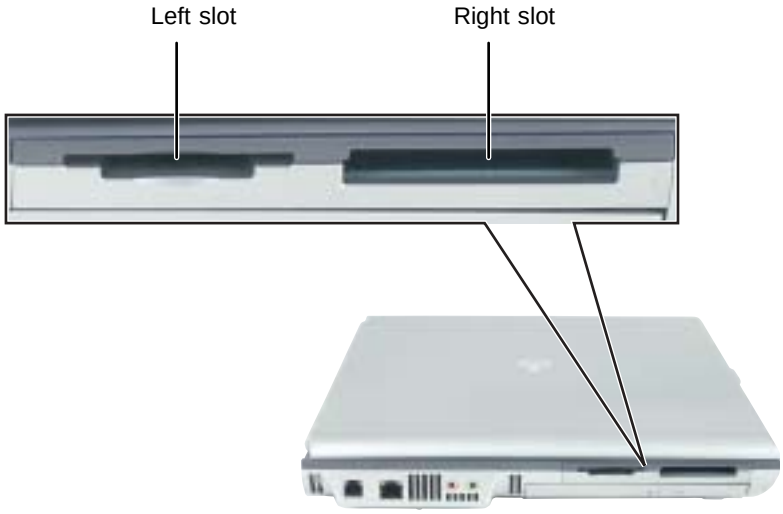
   To access a file on the diskette in Windows 2000, double-click the **My Computer** icon, the drive letter (for example, the A: drive), then double-click the file name.
3. To remove the diskette, make sure that the diskette drive status indicator (see "Status indicators" on page 24) is off, then press the diskette eject button.

Using the optional memory card reader

Important

Your notebook comes with either a built-in diskette drive or a built-in memory card reader. If your notebook has a built-in diskette drive and you need to use a memory card reader, Gateway recommends purchasing a USB or IEEE1394 memory card reader. To order a USB or IEEE1394 memory card reader, visit the Accessory Store at accessories.gateway.com.

You can use memory cards to transfer pictures from a digital camera to your notebook. You can also use the memory card reader to transfer data between your notebook and a device that uses memory cards, such as a PDA, MP3 player, or cellular telephone.



Memory card types

The memory card reader supports the following card types.

Card Type	Slot
CompactFlash®	right
IBM Microdrive™	right
Memory Stick®	left
MultiMediaCard™	left
Secure Digital™	left
SmartMedia™ (3.3V only)	left

Each slot is assigned a different drive letter (for example, the E: and F: drives) so data can be transferred from one card type to another.

Using a memory card

To insert a memory card:

1 Insert the memory card into the memory card slot with the label facing up and the arrow on the label pointing towards your notebook.

Important

Insert the SmartMedia card with the label facing down. Your notebook only accepts 3.3V SmartMedia cards.

2 To access a file on the memory card in Windows XP, click **Start**, then click **My Computer**. Double-click the drive letter (for example, the E: drive), then double-click the file name.

- OR -

To access a file on the memory card in Windows 2000, double-click the **My Computer** icon, the drive letter (for example, the E: drive), then double-click the file name.

To remove a memory card:

- Make sure that diskette drive status indicator (see "Status indicators" on page 24) is off, then pull the memory card out of the notebook.

Important

Do not use the remove hardware icon in the taskbar to remove the memory card.

Connecting a digital camera

You can connect most digital cameras to your notebook's USB port to transfer pictures.

To connect a digital camera:

1. Connect one end of the USB cable to your digital camera, and connect the other end of the cable to the USB port on the right side of your notebook.

2 Use the program that came with your digital camera to transfer the pictures to your notebook.

-OR-

In Windows XP, use the Scanner and Camera Wizard to transfer the pictures to your notebook.

-OR-

If your digital camera appears as a drive on your notebook in the *My Computer* window, see "Working with files and folders" on page 55 for information about moving files to your hard drive.

Help and Support

For more information about using the Scanner and Camera Wizard in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **digital picture** in the HelpSpot **Search** box Search, then click the arrow.

Tips & Tricks

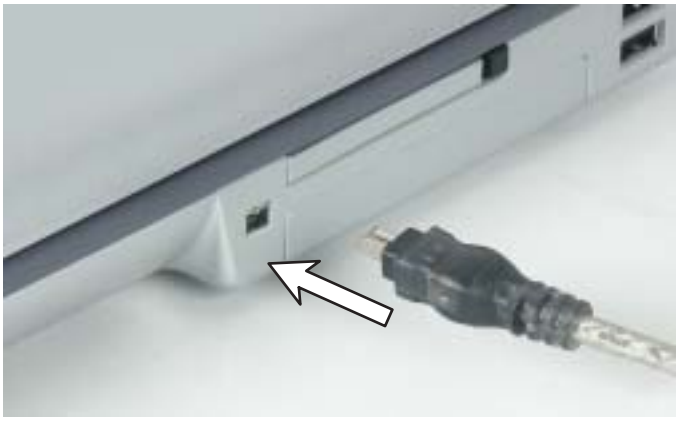
In Windows XP, see *Do More With Gateway* for more information about using your notebook to edit, store, and print digital photos. Click **Start**, then click **Do More With Gateway**. If you are in the *Business Solutions* view, click **Consumer Solutions**. Click **Digital Photos**.

Connecting a digital video camera

Your notebook has an IEEE 1394 (also known as Firewire or i.Link) port that can be used to connect to a digital video camera. To find the location of the IEEE 1394 port, see "Right side" on page 5. Pinnacle Expression is a video capture program that lets you capture and edit full-motion video, single images, and audio through the IEEE 1394 port.

To connect a digital video camera:

1 Connect one end of the IEEE 1394 cable to your external source, such as a video camera, and connect the other end of the cable to the IEEE 1394 port on the side of your notebook.



2 Click **Start**, **All Programs**, **Pinnacle Expression**, then click **Pinnacle Expression**. The program starts.

Important

If Pinnacle Expression is not on your Start menu, install it from the Pinnacle Expression CD. Insert the CD into your CD or DVD drive and follow the instructions in the setup wizard. For more information on using Pinnacle Expression, see its online help and the online guide located on the program CD.

Tips & Tricks

In Windows XP, see *Do More With Gateway* for more information about using your notebook to edit videos. Click **Start**, then click **Do More With Gateway**. If you are in the *Business Solutions* view, click **Consumer Solutions**. Click **Digital Video**.

7

Sending and Receiving Faxes

Microsoft Fax lets you send and receive faxes using the modem. Read this chapter to learn how to:

- Install and configure Fax
- Create and send a new fax
- Set up a fax cover page template
- Fax a document you scanned or created in another program
- Receive, view, and print a fax

Installing and configuring Fax

Important

Your modem cable must be installed before you can send and receive faxes. You cannot use your standard telephone modem to connect to the Internet while sending and receiving faxes.

Help and Support

For more information about sending and receiving faxes in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Fax** in the HelpSpot **Search** box , then click the arrow.

If you are using Windows XP, complete the following instructions for installing and configuring Fax. If you are using Windows 2000, go to "Configuring Fax in Windows 2000" on page 148.

Installing Fax in Windows XP

Microsoft Fax lets you send and receive faxes using your modem. When Windows XP was originally installed on your notebook, Fax was not installed. You need to install Fax from your blue *Operating System* CD.

To install Fax:

1. Insert the blue *Operating System* CD in your CD or DVD drive.
2. If the *Welcome to Microsoft Windows XP* dialog box opens, click **Install optional Windows components**. The Windows Components Wizard opens.

   -OR-

   If the *Welcome to Microsoft Windows XP* dialog box does not open, click **Start**, then click **Control Panel**. The *Control Panel* window opens. Click/Double-click **Add and Remove Programs**. The *Add or Remove Programs* dialog box opens. Click **Add/Remove Windows Components**. The Windows Components Wizard opens.
3. Click **Fax Services**, then click **Next**.
4. Click **Finish** to exit the Windows Components Wizard.

5 Click **Exit** to close the *Welcome to Microsoft Windows XP* dialog box.

-OR-

Click **Close** to close the *Add or Remove Programs* dialog box.

Configuring Fax in Windows XP

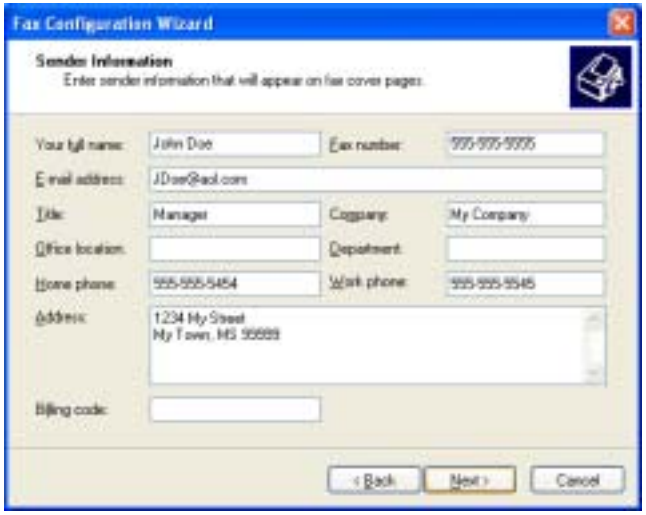
Before you send your first fax, you need to set up your user information. Your fax cover sheets and fax headers contain this information, some of which is required by law. The Fax Configuration Wizard opens the first time you try to send a fax.

Important

The first time you run the Fax Configuration Wizard, you may need to provide information in the *Location Information* and the *Phone and Modem Options* dialog boxes.

To configure Microsoft Fax:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Configuration Wizard opens.
2. On the *Welcome to Fax Configuration Wizard* screen, click **Next**. The *Sender Information* screen opens.

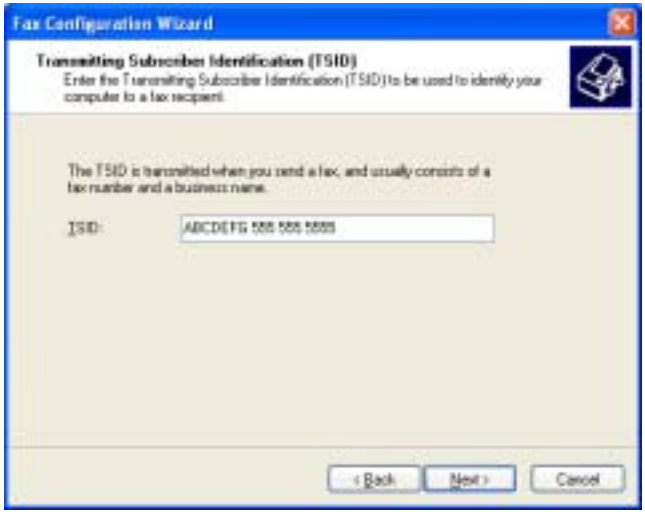


3. Type the information about yourself that you want to appear on your fax cover page, then click **Next**. The *Select Device for Sending or Receiving Faxes* screen opens.
4. Click the arrow to open the **Please select the fax device** list, then click the modem you are using to send and receive faxes.
5. If you want the modem to automatically answer the telephone in order to receive faxes, click the **Enable Receive** check box.
6. Click **Next**. The *Transmitting Subscriber Identification (TSID)* screen opens.

7 Type the transmitting fax identifier information. This identifier information is required by law. You can type up to 20 characters in the text box. We suggest using eight characters for your identifier name, followed by 12 characters for your telephone number.

Important

Some fax machines cannot use special characters such as hyphens. We suggest using spaces instead of hyphens in telephone and fax numbers.


Fax Configuration Wizard
Transmitting Subscriber Identification (TSID)
Enter the Transmitting Subscriber Identification (TSID) to be used to identify your computer to a fax recipient.
The TSID is transmitted when you send a fax, and usually consists of a fax number and a business name.
TSID:
ABCDEFG 888 888 8888
< Back
Next >
Cancel

8 Click **Next**.

9 If you set up your notebook to receive faxes, type the receiving fax identifier information, then click **Next**. This identifier information is required by law and can be the same identifier that you typed in Step 7. The *Routing Options* screen opens.

10 If you set up your notebook to receive faxes, select a folder you want to store received faxes in and a printer you want to print received faxes on, then click **Next**. The *Configuration Summary* screen opens.

11 Click **Finish**.

Configuring Fax in Windows 2000

Before you send your first fax, you need to set up your user information. Your fax cover sheets and fax headers contain this information, some of which is required by law.

To configure Microsoft Fax:

1. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
2. Double-click the **Fax** icon. The *Fax Properties* dialog box opens.
3. Click the **User Information** tab.
4. Type the information about yourself that you want to appear on the fax cover page.
5. Click the **Advanced Options** tab.
6. Click **Open Fax Service Management Console**. The *Fax Service Management* window opens.
7. Click **Devices** in the left column.
8. Double-click the name of your modem. The *Modem Properties* dialog box opens.
9. Click **Enable send**.
10. Type the transmitting fax identifier information. This identifier information is required by law. You can type up to 20 characters in the text box. We suggest using eight characters for your identifier name, followed by 12 characters for your telephone number.

Important

Some fax machines cannot use special characters such as hyphens. We suggest using spaces instead of hyphens in telephone and fax numbers

11. If you want to receive faxes, click **Enable receive**.

    -OR-

    If you do not want to receive faxes, go to Step 14.

12 Type the receiving fax identifier information. This identifier information is required by law and can be the same identifier that you typed in Step 10.

13 Click the **Received Faxes** tab and select a folder you want to store received faxes in.

14 Click **OK**.

15 Click the **X** in the top-right corner to close the *Fax Service Management* window.

16 Click **OK**.

Sending a simple fax

You can use the Send Fax Wizard to send a simple one-page fax to one or more recipients.

To send a simple fax:

1 In Windows XP, click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Send a Fax**. The Send Fax Wizard opens.

- OR -

In Windows 2000, click **Start**, **Programs**, **Accessories**, **Communications**, **Fax**, then click **Send Cover Page Fax**. The Send Fax Wizard opens.

2 On the *Welcome to Fax Configuration Wizard* screen, click **Next**. The *Recipient Information* screen opens.

3 Type the name and fax number of the recipient of your fax.

4 If you need to use the area code for your recipient, click **Use dialing rules** to type the full ten-digit fax number.

5 If you want to send your fax to more than one recipient, click **Add** and type the name and fax number of the next recipient.

6 When you have added all your recipients, click **Next**. The *Preparing the Cover Page* screen opens.

7 Click the arrow to open the **Cover page template**, then click the cover page template you want to use.

8 Type the subject text in the **Subject line** area.

9 Type the message text in the **Note** area, then click **Next**. The *Schedule* screen opens.

10 Select when you want to send the fax and a priority for the fax, then click **Next**. The *Completing the Send Fax Wizard* screen opens.

11 Click **Finish**.

Setting up your cover page template

You can create your own cover page template that you can use in place of the cover page templates that Microsoft Fax provides for you. To create a cover page template, you use the Fax Cover Page Editor. On this template, you insert information fields that automatically import values you enter in both the Send Fax Wizard and the Fax Configuration Wizard (Windows XP) or Fax Properties User Information tab (Windows 2000) when you send your fax.

To set up your fax cover page template:

1. In Windows XP, click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Cover Page Editor**. The Cover Page-Fax Cover Page Editor opens. If the *Cover Page Editor Tips* dialog box opens, click **OK**.

   -OR-

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens. Double-click the **Fax** icon. The *Fax Properties* dialog box opens. Click the **Cover Pages** tab. Click **New**. The Cover Page-Fax Cover Page Editor opens.

2. If you want to include fields that are imported from either the Send Fax Wizard or the Fax Configuration Wizard (such as To or From), add them to the page by using the **Insert** menu, then move them to the appropriate place on your template. You can also use the Insert menu to include information that is automatically calculated (such as number of pages or date and time sent).

3. If you want to include text that always appears on your cover page (such as a letterhead or address), draw a box using the text box tool, type your text inside of it, then move the box to the appropriate place on your template.

4. If you want to include a logo that appears on your cover page, copy it to the Windows clipboard, then paste it into the Cover Page Editor and move it to the appropriate place on your template.

5. To save your cover page template, click **File**, then click **Save As**. The *Save As* dialog box opens with your personal cover pages folder already in the **Save in** list.

6 Type the new cover page template name.

7 Click **Save**.

Faxing from programs

To fax a document directly from most programs:

1 Open your document in the program it was created in.

2 Click **File**, then click **Print**. The *Print* dialog box opens.

3 Click the arrow button to open the **Name** list, then click the **Fax** printer.

4 Click **Print** or **OK**. The Send Fax Wizard opens.

5 Complete the wizard by following the instructions in "Sending a simple fax" on page 149.

Faxing a scanned document

To fax a document that you have scanned:

1 Scan the document using the program for your scanner.

2 With the scanned file open, click **File**, then click **Print**. The *Print* dialog box opens.

3 Click the arrow button to open the **Name** list, then click the **Fax** printer.

4 Click **Print** or **OK**. The Send Fax Wizard opens.

5 Complete the wizard by following the instructions in "Sending a simple fax" on page 149.

Receiving and viewing a fax

To receive and view a fax in Windows XP:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Console opens. When the Fax Console is open, it detects incoming faxes and stores them in the Inbox.
2. To view a fax, click **Inbox**, then double-click the fax you want to view. The fax viewer opens, where you can view and print the fax.

To receive and view a fax in Windows 2000:

1. Click **Start**, **Programs**, **Accessories**, **Communications**, **Fax**, then click **My Faxes**. The My Faxes folder opens.
2. To view a fax, double-click **Received Faxes**, then double-click the fax you want to view. The fax viewer opens, where you can view and print the fax.

Canceling a fax

You can cancel a fax that you have set up to send at a time in the future.

To cancel a fax that has not been sent in Windows XP:

1. If Fax is not open, click **Start**, **All Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Console**. The Fax Console opens.
2. Click **Outbox**, then right-click the fax you want to cancel.
3. Click **Delete** to cancel the fax.
4. Click **Yes**.

To cancel a fax that has not been sent in Windows 2000:

1. If Fax is not open, click **Start**, **Programs**, **Accessories**, **Communications**, **Fax**, then click **Fax Queue**. The Fax Queue opens.
2. Right-click the fax you want to cancel.
3. Click **Cancel**.

Automatically retry sending a fax in Windows XP

You can set up Fax so it continues to try sending your fax if the receiving fax machine is busy.

Important

Fax is automatically set up to retry three times at ten minute intervals.

To automatically retry sending a fax in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens.
2. If your Control Panel is in Category View, click **Printers and Other Hardware**. Click **View installed printers or fax printers**. The *Printers and Faxes* window opens.

   -OR-

   If your Control Panel is in Classic View, double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click **Fax**, then click **Properties**. The *Fax Properties* dialog box opens.
4. Click the **Devices** tab, then click **Properties**. The *Modem* dialog box opens.

5 Specify the number of retries and the amount of time between retries.

6 Click **OK**.

Automatically cancelling a fax in Windows XP

If your notebook tried to send a fax and failed to connect to a fax machine, you can automatically cancel a failed fax.

To automatically cancel a failed fax in Windows XP:

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens.

2 If your Control Panel is in Category View, click **Printers and Other Hardware**. Click **View installed printers or fax printers**. The *Printers and Faxes* window opens.

-OR-

If your Control Panel is in Classic View, double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.

3 Right-click **Fax**, then click **Properties**. The *Fax Properties* dialog box opens.

4 Click the **Devices** tab, then click **Properties**. The *Modem* dialog box opens.

5 Click the **Cleanup** tab.

6 Click to select the **Automatically delete failed faxes after** check box and specify the number of days.

7 Click **OK**.

8

Managing Power

While your notebook is running on battery power, you should manage power consumption to get the most use out of the battery. Read this chapter to learn how to:

- Check and recharge the battery
- Recalibrate the battery
- Change batteries
- Extend the life of the battery by conserving battery power and using alternate power sources
- Change power-saving settings

Monitoring the battery charge

Closely monitor the battery charge. When the battery charge gets low, change the battery or connect to AC power immediately to prevent losing any unsaved work.

Monitor the battery charge by:

- Double-clicking the power cord icon or battery icon in the taskbar. The *Power Meter* dialog box opens.

Important

If the power cord or battery icon does not appear on the taskbar, click the show hidden icons button. If the icon still does not appear, make sure that **Always show icon on the taskbar** is checked on the Power Options Properties Advanced tab. See "Changing advanced settings" on page 168 for more information.

- Pressing **FN+STATUS** to view the power status box, which opens in the upper-left corner of the screen. The power status box shows the current power source, the battery charge level, and the power management mode.
- Looking at the battery charge indicator:
  - LED green - battery is fully charged.
  - LED orange - battery is charging.
  - LED blinking red - battery charge is very low.
  - LED solid red - battery is malfunctioning.

Important

This LED only lights up when your notebook is connected to AC power or the battery charge is very low. For the location of the battery charge indicator, see "Front" on page 2.

- Waiting for a Low Battery warning message to appear.

If your battery charge indicator displays what looks like an inaccurate charge, you may need to recalibrate the battery. For more information, see "Recalibrating the battery" on page 160.

Recharging the battery

The battery recharges while it is installed and your notebook is connected to AC power. While the battery is recharging, the battery charge indicator turns orange and the battery icon in the taskbar has a lightning bolt .

Important

If the power cord or battery icon does not appear on the taskbar, click the show hidden icons button. If the icon still does not appear, make sure that **Always show icon on the taskbar** is checked on the Power Options Properties Advanced tab. See “Changing advanced settings” on page 168 for more information.

Recalibrating the battery

If your notebook unexpectedly goes into Standby mode while you are using it but the battery charge is not low, you may need to recalibrate your battery. You should also recalibrate the battery periodically to maintain the accuracy of the battery gauge.

To recalibrate the battery:

1. Connect the AC adapter, then turn on your notebook.
2. As soon as it starts and you see a startup screen, press **F2**. The BIOS Setup utility opens.
3. Open the **Advanced** menu.
4. Highlight **Battery Auto Learning**, then select **Enabled** by pressing the spacebar.
5. Open the **Exit** menu, then highlight **Exit Saving Changes** and press **ENTER**.
6. Select **Yes**, then press **ENTER**.

   The battery recalibration process begins and a screen opens showing you the progress. The entire process will take several hours.

Important

Do not interrupt the battery recalibration process. If recalibration is interrupted, you must start the process over again.

   When the recalibration has finished, the message “Press [Esc] key to exit” appears.

7. Press **ESC**. The battery charge indicator now displays an accurate battery charge. If the battery charge indicator does not show an accurate charge, contact Gateway Technical Support.

Changing batteries

If your notebook is plugged into an AC outlet, you can change the battery while your notebook is turned on. If your notebook is not plugged into an AC outlet, you must turn your notebook off while changing the battery.

Warning

Danger of explosion if battery is incorrectly replaced.

Replace only with a Gateway M350 battery. Discard used batteries according to the manufacturer's instructions.

The battery used in this device may present a fire or chemical burn hazard if mishandled. Do not disassemble, heat above 212°F (100°C), or incinerate. Dispose of used battery promptly. Keep away from children.

Replacing the battery

To replace the battery:

1. If your notebook is on and is connected to AC power, go to Step 2.

   -OR-

   If your notebook is on and is not connected to AC power, save your work and turn off your notebook.

2. Close the LCD panel.

3. Turn your notebook over so the bottom is facing up.

4 Slide the battery release latch.

5 Lift the battery out of the bay.

6 Place a recharged battery into the bay and press down until it snaps into place.

7 Turn your notebook over.

8 Open the LCD panel and press the power button.

Extending battery life

Conserving battery power

While using the battery to power your notebook, conserve power by:

- Dimming the display as low as is comfortable.
- Removing PC Cards and IBM Microdrive cards when you do not need them. Many PC Cards and Microdrive cards use a small amount of power while inserted, even if they are not being used.
- Modifying the power management settings for maximum power savings. For more information, see "Changing power settings" on page 165.
- Closing the LCD panel to turn off the display while you are not using your notebook. The display stays off until you open the panel again.
- Using Hibernate mode for maximum power savings while your notebook is not in use. For more information, see "Activating and using Hibernate mode" on page 169.
- Using the CD, DVD, or recordable drive only when necessary. These drives use a large amount of power.
- Recharging the battery often, taking an extra battery, and fully recharging the batteries before traveling. For more information, see "Recharging the battery" on page 159 and "Changing batteries" on page 161.

Using alternate power sources

To extend battery life, use alternate power sources whenever possible.

- If traveling internationally, take electrical adapters. Save the battery for times when you cannot use a power adapter. If you plan on taking your AC power adapter, also take a single-plug surge protector.
- If you will have access to an automobile cigarette lighter, use a power inverter. Save the battery for times when you cannot use a power adapter.
- To find AC power outlets in airports, look for them next to support pillars, in large areas such as boarding gates, and under banks of telephones.

Changing power modes

You can use the following power modes to lengthen the life of your notebook's battery:

- *Standby* - while your notebook is in Standby, it switches to a low power state where devices, such as the display and drives, turn off.
- *Hibernate* - (also called *save to disk*) writes all current memory (RAM) information to the hard drive, then turns your notebook completely off. The next time you turn on your notebook, it reads the memory information from the hard drive and opens the programs and documents that were open when you activated Hibernate mode. For more information on using Hibernate mode, see "Activating and using Hibernate mode" on page 169.

Using power saving modes

Always save your work before using Standby mode. In Standby mode, your notebook reduces or turns off the power to most devices except memory. However, the information in memory is not saved to the hard drive. If power is interrupted, the information is lost.

When in Hibernate mode, your notebook saves all memory information to the hard drive, then turns the power completely off.

If your notebook is…	…and you want to…	…then
On	Enter Standby mode	Press **FN+STANDBY**. -OR- Close the LCD panel.
On	Enter Hibernate mode (must be activated)	In Windows XP, click **Start**, then click **Turn Off Computer**. Press and hold **SHIFT**, then click **Hibernate**. - OR - In Windows 2000, click **Start**, then click **Shut Down**. Click the arrow button to open the **What do you want your computer to do** list, then click **Hibernate**. Click **OK**.
In Standby or Hibernate mode	Exit Standby or Hibernate mode	Press the power button.

Changing power settings

You can change the function of the power button, Standby system key, and power-saving timers by changing power settings on your notebook.

You can customize power settings from the Windows Control Panel by selecting power schemes, setting power alarms, adjusting advanced power settings, and activating Hibernate mode.

Power schemes (groups of power settings) let you change power saving options such as when the display or hard drive is automatically turned off. You can select one of the defined power schemes or create a custom power scheme. In Windows XP, power schemes also set the speed of an Intel® SpeedStep™-equipped processor. For more information, see "Changing SpeedStep settings" on page 171.

Alarms can alert you when the battery charge is low.

Advanced power settings let you assign different power saving modes to the power button and Standby system key. You can also select which power saving mode is activated when you close the LCD panel.

Changing the power scheme

To change the power scheme:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2 Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3 Click the arrow button to open the **Power Schemes** list, then click the power scheme you want.

- OR -

Set the timers, then click **Save As** and type a name for the scheme.

4 Click **OK**.

Help and Support

For more information about changing the power scheme in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **power scheme** in the HelpSpot **Search** box Search, then click the arrow.

Changing alarm options

To change the alarm options:

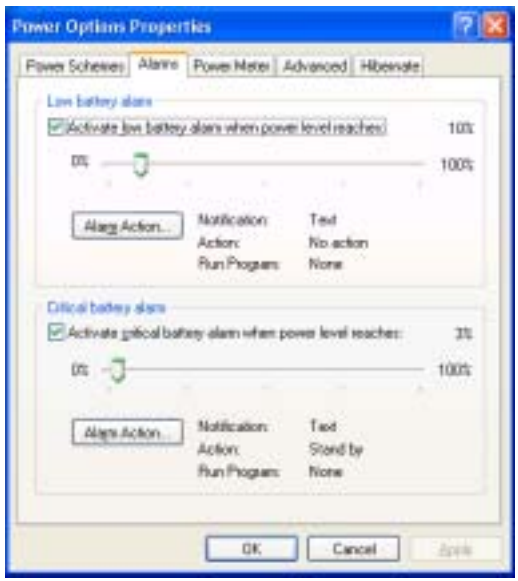
1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3. Click the **Alarms** tab.



4. Adjust the alarm settings.

5. Click **OK**.

Help and Support

For more information about changing the alarm options in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **alarm options** in the HelpSpot **Search** box Search, then click the arrow.

Changing advanced settings

To change advanced power management settings:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3. Click the **Advanced** tab.

4 Click the arrow button to open a **Power buttons** list, then click the power setting mode you want to use.

5 Click **OK**.

Help and Support

For more information about changing the power management settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **power management** in the HelpSpot **Search** box Search, then click the arrow.

Activating and using Hibernate mode

To activate Hibernate mode:

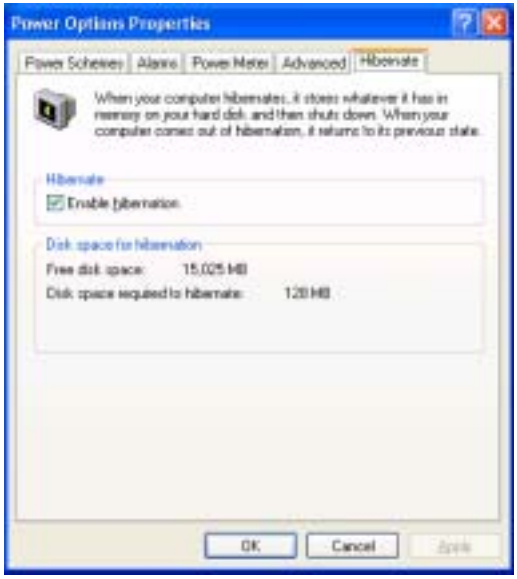
1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

- OR -

In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2 Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3 Click the **Hibernate** tab.


Power Options Properties
Power Schemes
Alarms
Power Meter
Advanced
Hibernate
When your computer hibernates, it stores whatever it has in memory on your hard disk and then shuts down. When your computer comes out of hibernation, it returns to its previous state.
Hibernate
Enable hibernation
Disk space for hibernation
Free disk space: 15,025 MB
Disk space required to hibernate: 128 MB
OK
Cancel
Apply

4 Click the **Enable hibernation** check box, then click **Apply**. *Hibernate* mode is now an option you can select on the Advanced tab in the *Power Options Properties* dialog box and in the *Turn Off Computer* or *Shut Down Windows* dialog box.

To use Hibernate mode:

- As an automatic power savings mode:

  Open the *Power Options Properties* dialog box, then click the **Power Schemes** tab. Click the arrow button to open a **System hibernates** list, then click the time you want to use.

  - OR -

  Open the *Power Options Properties* dialog box, then click the **Advanced** tab. Hibernate is now an option in the **Power buttons** lists.

- As a manually-selected power savings mode:

  In Windows XP, click **Start**, then click **Turn Off Computer**. Press and hold **SHIFT**, then click **Hibernate**.

  - OR -

  In Windows 2000, click **Start**, then click **Shut Down**. Click the arrow button to open the **What do you want your computer to do** list, then click **Hibernate**. Click **OK**.

Help and Support

For more information about using Hibernate mode in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **hibernate** in the HelpSpot **Search** box , then click the arrow.

Changing SpeedStep settings

The processor installed in your notebook may use Intel® SpeedStep™ technology to conserve battery power. A SpeedStep-equipped processor can change its operating speed according to the power source. Your notebook's default settings operate the processor at full speed while connected to AC power and at reduced speed (which uses less power) while using battery power.

If you are using Windows XP, you can modify the Intel SpeedStep settings by the power scheme you select. For more information, see "Changing power settings" on page 165. If you are using Windows 2000, you can change the SpeedStep settings using the Intel SpeedStep technology tab.

To change SpeedStep settings in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
2. Double-click the **Power Management** icon. The *Power Options Properties* dialog box opens.

3 Click the **Intel SpeedStep technology** tab.

4 Change any of the following settings:

- To run the processor at full speed regardless of the power source, click the arrow button to open the **Running on batteries** list, then click **Maximum Performance**.
- To run the processor at reduced speed (using less power) regardless of the power source, click the arrow button to open the **Plugged in** list, then click **Battery Optimized Performance**.
- To turn off the SpeedStep technology control, click the **Advanced** button, click the **Disable Intel SpeedStep technology control** check box, then click **Apply**.
- To remove the SpeedStep icon from the taskbar, click the **Advanced** button, click the **Remove icon from taskbar** check box, then click **Apply**.

5 Click **OK**.

9

Travel Tips

These tips can make traveling with your notebook more convenient and trouble-free. Read this chapter to learn about:

- Using the modem
- Using your radio frequency wireless connections
- Transferring files
- Protecting your notebook from loss and theft
- Managing your notebook's power efficiently

Tips & Tricks

You can download an electronic copy of this guide from support.gateway.com/support/manlib/.

Modem

- Take a telephone cord to connect the modem to telephone jacks. If you are traveling internationally, take telephone jack adapters or an acoustic handset coupler.
- Take a telephone line protector.
- Take a telephone line tester to check for unsafe lines, especially if you are traveling internationally.
- Take remote access information with you so you can connect to your ISP while outside of your usual calling area. A list of country dialing codes may be especially useful if you are traveling internationally.

Radio frequency wireless connections

- Every country has different restrictions on the use of wireless devices. If your notebook is equipped with a wireless device, check with the local radio approval authorities prior to your trip for any restrictions on the use of a wireless device in the destination country.
- If your notebook came equipped with an internal embedded wireless device, see "Safety, Regulatory, and Legal Information" on page 297 for general wireless regulatory guidelines.
- Wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11a, IEEE 802.11b, and IEEE 802.11g communication devices are examples of devices which use wireless to communicate. For instructions on how to turn off your wireless device, see "Turning your wireless Ethernet emitter on or off" on page 208.

Files

- Copy your working files from your desktop computer to your notebook before you travel.
- If you need to access your desktop computer files from your notebook while traveling, set up your desktop computer for remote access. Contact your network administrator for more information about remote access.
- Take extra recordable media for transferring files between computers and backing up files.

Security

- Get a locking cable for your notebook so you can attach a cable lock and leave your notebook in your hotel room while you are away.
- Always keep your notebook with you while waiting in airports, train stations, or bus terminals. Be ready to claim your notebook as soon as it passes through the x-ray machine in security checkpoints.
- Write down your notebook model number and serial number (see "Identifying your model" on page 11) in case of theft or loss, and keep the information in a safe place. Also, tape your business card or an address label to your notebook and accessories.
- Whoever sits next to you or behind you can see your notebook display. Avoid working with confidential files until you can be sure of privacy.
- Use a startup password to restrict access to your notebook.

Important

Use a password that you can remember, but that is difficult for someone else to guess. The password feature is very secure, with no easy way to recover a forgotten password. If you forget your password, you must return your notebook to Gateway for service. Call Gateway Technical Support for instructions.

To create a startup password:

1. Restart your notebook. As soon as you see a startup screen, press **F2**. The BIOS Setup utility opens.
2. Open the **Security** menu, then highlight **Set Supervisor Password**, then press **ENTER** and follow the instructions. You must set the supervisor password in order to set the user (startup) password.
3. Highlight **Set User Password**, then press **ENTER** and follow the instructions. This is the password you need to enter at startup.
4. Highlight **Password on boot**, then press **ENTER**.
5. Highlight **Enabled**, then press **ENTER**.
6. Open the **Exit** menu, highlight **Exit Saving Changes**, then press **ENTER**. When you start your notebook, you are prompted to enter the user password you set in Step 3.

Power

- Take your AC power adapter to recharge the battery. If you are traveling internationally, take power plug adapters.
- Take a portable surge protector to protect your notebook from power surges.
- To get the best performance from your notebook, avoid using the battery whenever possible, monitor the battery charge, and use the most efficient power management settings.
  - For information on conserving battery power, see "Conserving battery power" on page 163.
  - For information on using alternate power sources, see "Using alternate power sources" on page 163.
  - For information on monitoring the battery charge, see "Monitoring the battery charge" on page 158.

Additional tips

- If you plan to use several USB peripheral devices, take a portable USB hub to provide additional USB ports.
- Take a network cable if you need to connect to a network. Some hotels provide Internet connectivity only through their networks.
- If your notebook has been exposed to cold temperatures, allow it to warm to room temperature before turning it on.
- Take your *System Restoration CDs* in case you need to install an additional driver or software.

10

Customizing Your Notebook

This chapter provides information about customizing your notebook by changing settings in Windows. Read this chapter to learn how to:

- Change screen and display settings
- Change the background and screen saver
- Adjust the touchpad settings
- Add, change, and switch user accounts in Windows XP

Adjusting the screen and desktop settings

Adjusting the color depth and screen area are two of the most basic display settings you may need to change. You can also adjust settings such as the screen background and screen saver.

Adjusting the color depth

Color depth is the number of colors your screen displays. Various image types require various color depths for optimum appearance. For example, simple color drawings may appear adequately in 256 colors while color photographs need millions of colors to be displayed with optimum quality.

Windows lets you choose from several color depth settings. We recommend that you use the 32-bit True Color setting at all times.

If the color in your images seems "false" or "jumpy," especially after you have played a game or run a video-intensive program, check the color depth setting and return it to 32-bit True Color, if necessary.

To change the color depth:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Settings** tab.

4 Click the arrow button to open the **Color quality** or **Colors** list, then click the color depth you want.

5 To save your changes in Windows XP, click **OK**, then click **Yes**.

- OR -

To save your changes in Windows 2000, click **OK**, then click **OK** again.

Help and Support

For more information about adjusting display settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **changing display settings** in the HelpSpot **Search** box Search, then click the arrow.

Adjusting the screen resolution

You can increase the screen resolution to fit more icons on your desktop, or you can decrease the resolution to make reading the display easier. The higher the resolution, the smaller individual components of the screen (such as icons and menu bars) appear.

To adjust the screen resolution:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3. Click the **Settings** tab.

4 Drag the **Screen resolution** or **Screen area** slider to the size you prefer.

5 To save your changes in Windows XP, click **OK**, then click **Yes**.

- OR -

To save your changes in Windows 2000, click **OK**, then click **OK** again.

Help and Support

For more information about adjusting screen resolution in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **changing screen resolution** in the HelpSpot **Search** box Search, then click the arrow.

Changing the colors on your Windows desktop

You can change the colors of Windows desktop items, such as the background color and dialog box title bars.

To change desktop colors in Windows XP:

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Appearance** tab.

4 Click the arrow button to open the **Color scheme** list, click the color scheme you want, then click **OK**. The new colors appear on your desktop.

- OR -

If you want to create a new color scheme as part of a desktop theme:

a Click **Advanced**. The *Advanced Appearance* dialog box opens.

b Click the arrow button to open the **Item** list, then click the item you want to change.

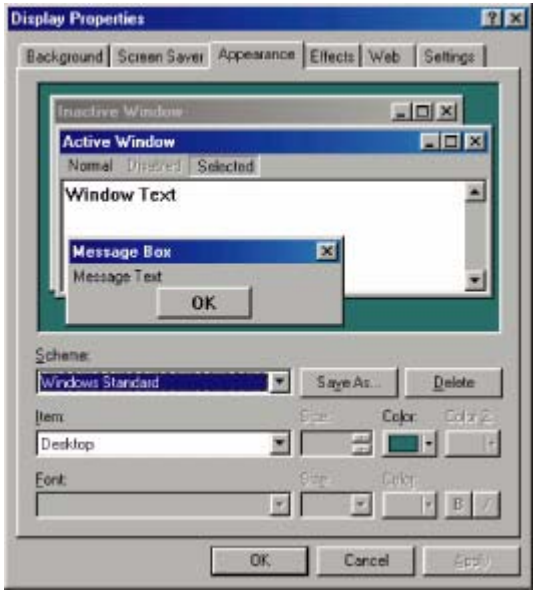
c Change the color or font settings for the item.

d Click **OK**, then click the **Themes** tab.

e Click **Save As**, type a name for the new theme, then click **OK** twice. The new colors appear on your desktop.

To change desktop colors in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
2. Double-click the **Display** icon. The *Display Properties* dialog box opens.
3. Click the **Appearance** tab.



4. If you want to apply one of Windows' color schemes, click the arrow button to open the **Scheme** list, click the scheme you want, then click **OK**. The new scheme appears on your desktop.

   - OR -

   If you want to create a new color scheme:

   a. Click the arrow button to open the **Item** list, then click the item you want to change.

   b. Change the color or font settings for the item.

   c. Click **Save As**, type a name for the new scheme, then click **OK**.

   d. Click **OK** again. The new colors appear on your desktop.

Changing the desktop background

In Windows XP, you can change the Windows desktop background picture. Windows provides several backgrounds, or you can use pictures that you have created or retrieved from other sources.

In Windows 2000, you can change the Windows desktop background to a picture or an HTML document. Windows provides several background pictures. You can also use pictures or HTML documents that you have created or retrieved from other sources.

To change the desktop background in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.
2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.
3. Click the **Desktop** tab.

4 Click a background picture in the **Background** list.

- OR -

Click **Browse** to select a background picture from another location.

5 If you want the picture you chose to cover the entire screen, click the arrow button to open the **Position** list, then click **Stretch** or **Tile**.

6 If the picture you chose does not cover the entire screen and you did not choose to stretch or tile the image in Step 5, you can change the solid color behind the picture by clicking the arrow button to open the **Color** list, then clicking a color.

7 Click **OK**.

Help and Support

For more information about changing the desktop background in Windows XP, click **Start**, then click **Help and Support**.

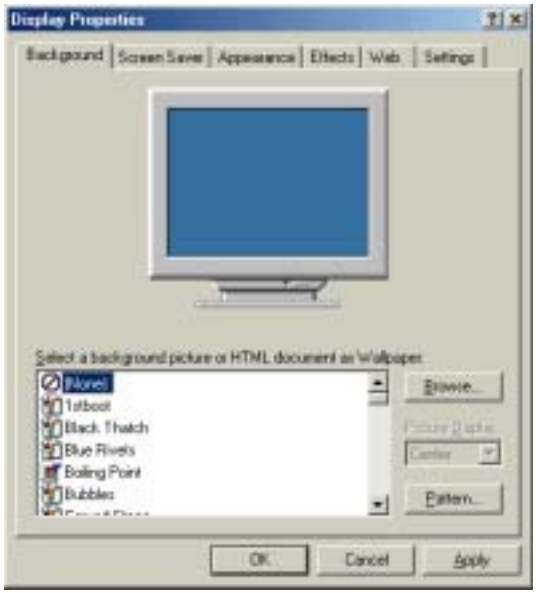
Type the keyword **changing desktop background** in the HelpSpot **Search** box Search, then click the arrow.

To change the desktop background in Windows 2000:

1 Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2 Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Background** tab.



4 Click a background picture in the **Select a background picture or HTML document as Wallpaper** list.

- OR -

Click **Browse** to select a background picture from another location.

5 If you want the picture you chose to cover the entire screen, click the arrow button to open the **Picture Display** list, then click **Tile**.

6 If the picture you chose does not cover the entire screen and you did not choose to tile the image in Step 5, you can change the solid color behind the picture by clicking **Pattern**, clicking a pattern in the **Pattern** list, then clicking **OK**.

7 Click **OK**.

Selecting a screen saver

You can use a screen saver to keep others from viewing your display while you are away from your notebook. Windows supplies a variety of screen savers that you can choose from, and many more are available from the Internet and as commercial products.

To select a screen saver:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3. Click the **Screen Saver** tab.

4 Click the arrow button to open the **Screen Saver** list, then click the screen saver you want. Windows previews the screen saver.

5 If you want to customize the screen saver, click **Settings**, then make your changes. If the Settings button is not available, you cannot customize the screen saver you selected.

6 In Windows XP, if you want to display the Welcome (Login) screen whenever you exit the screen saver, click the **On resume, display Welcome screen** check box.

7 If you want to change the time before the screen saver is activated, click the up or down arrows next to the **Wait** box.

8 Click **OK**.

Help and Support

For more information about selecting a screen saver in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **screen savers** in the HelpSpot **Search** box Search, then click the arrow.

Changing the touchpad settings

You can adjust the double-click speed, pointer speed, left-hand or right-hand configuration, and other touchpad settings.

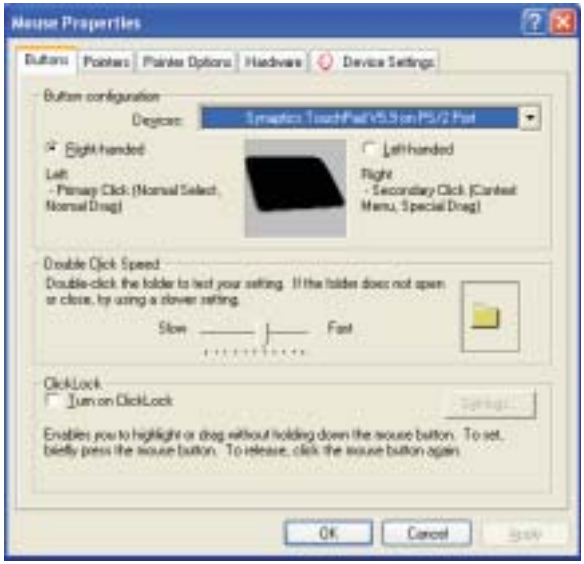
To change your touchpad settings:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Mouse** icon. The *Mouse Properties* dialog box opens.



3 Click the **Device Settings** tab, then click **Settings** to change your touchpad settings.

4 To modify a touchpad setting, click the **+** in front of a setting, then modify the setting.

5 To assign a function to the rocker switch, click the **+** in front of **Buttons**, click the up or down button, then click the action you want.

6 Click **OK** to save changes.

Help and Support

For more information about changing mouse settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **mouse settings** in the HelpSpot **Search** box Search, then click the arrow.

Adding and modifying user accounts

In Windows XP, you can create and customize a user account for each person who uses your notebook. You can also *switch* (change) user accounts without turning off your notebook.

User account tips

- If you want to create an account for someone, but you do not want that user to have full access to your notebook, be sure to make that account *limited*. Remember that limited accounts may not be able to install some older programs.
- If a program or peripheral device is installed in one account, it may not be available in other accounts. If this happens, install the program or device in the accounts that need it.
- Files created in one account are not accessible from other accounts unless the files are stored in the *Shared Documents* folder. The Shared Documents folder is accessible from all accounts on that computer and from other computers on the network.

To add, delete, or modify user accounts in Windows XP:

1. Click **Start**, then click **Control Panel**.
2. Click/Double-click the **User Accounts** icon. The *User Accounts* window opens.
3. Follow the on-screen instructions to add, delete, or modify a user account.

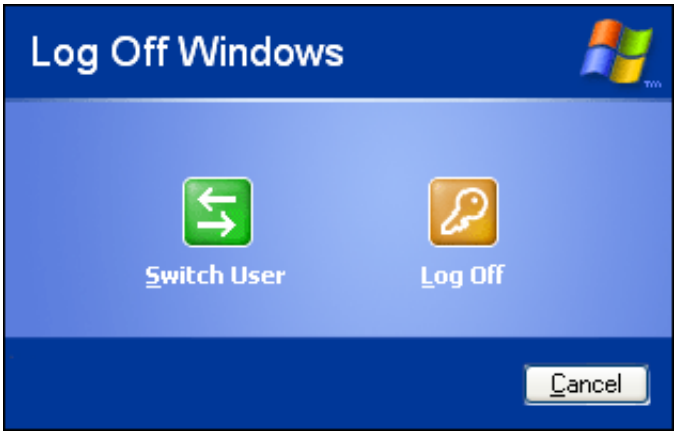
Help and Support

For more information about user accounts in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **user accounts** in the HelpSpot **Search** box Search, then click the arrow.

To switch user accounts in Windows XP:

1. Click **Start**, then click **Log Off**. The *Log Off Windows* dialog box opens.



2. Click **Switch User**. The Windows *Welcome* screen opens.
3. Click the user account that you want to use. When you switch between user accounts, any programs that were running for the previous user continue to run.

11

Networking Your Notebook

Connecting your home, small office, or home office computers lets you share drives, printers, and a single Internet connection among the connected computers.

Read this chapter to learn about:

- Benefits of using a network in your home, small office, or home office
- Types of network connections
- Purchasing additional network equipment
- Installing and configuring your notebook for Ethernet networking
- Turning the wireless Ethernet emitter on and off

Benefits of networking

A network lets you:

- Share a single Internet connection
- Share computer drives
- Share peripheral devices
- Stream audio and video files
- Play multi-player games

Sharing a single Internet connection

Each computer that is connected to the network can share the same broadband connection or modem and telephone line and access the Internet at the same time. This saves on the cost of installing another telephone line for your second computer and paying for a second Internet service provider (ISP) account.

Help and Support

For more information about sharing an Internet connection in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **internet sharing** in the HelpSpot **Search** box , then click the arrow.

Sharing drives

With a network, you can copy files from computer to computer by copying and pasting or dragging and dropping. You will no longer waste your time transferring files by using recordable media. In addition, you can *map* a drive on a networked computer to another computer, and access the files as if they were located on the hard drive of the computer you are using.

Help and Support

For more information about sharing network drives in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sharing network drives** in the HelpSpot **Search** box , then click the arrow.

Sharing peripheral devices

Each computer that is connected to the network can share the same peripheral devices, such as a printer. Select print from the computer you are currently using and your file is automatically printed on your printer no matter where it is located on your network.

Help and Support

For more information about sharing network devices in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sharing** in the HelpSpot **Search** box , then click the arrow.

Streaming audio and video files

With a network, you can store audio files (such as the popular .MP3 files) and video files on any networked computer, then play them on any of the other computers or devices connected to your network. This process is called *streaming*.

Help and Support

For more information about streaming files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **streaming** in the HelpSpot **Search** box , then click the arrow.

Playing multi-player games

With a home network, you can play multi-player games. Load a game like *Microsoft Midtown Madness 2* on your computers, and in minutes, you and your friends can race in competing cars through the streets of San Francisco.

Help and Support

For more information about playing multi-player games in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **games** or **network games** in the HelpSpot **Search** box , then click the arrow.

Selecting a network connection

The biggest decision you need to make when creating your network is what type of connection you will use. Gateway supports both wired and wireless Ethernet networks. Use the following criteria as a guide when selecting a network connection.

Wired Ethernet network

Create a wired Ethernet network if:

- You are building a new home or your existing home already has Ethernet cable installed in each room that has a device you want to connect
- You are creating a network in an office or business where network speed is more important than moving about with your computer
- Your computer has an Ethernet jack for connecting to the network

Wireless Ethernet network

Create a wireless Ethernet (IEEE 802.11a, IEEE 802.11b, or IEEE 802.11g) network if:

- You are looking for an alternative to installing cable for connectivity
- The ability to move about with your computer is as important as network speed
- Your computer has wireless Ethernet for networking

Help and Support

For more information about selecting network connections in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **networks** or **network types** in the HelpSpot **Search** box , then click the arrow.

Using a wired Ethernet network

A wired Ethernet network consists of two or more computers connected together through an Ethernet cable. This connection type is commonly used in offices around the world and can be used to build computer networks in the home.

Ethernet, Fast Ethernet, or Gigabit Ethernet

Ethernet is available at three different speeds. Standard Ethernet runs at 10 Mbps, Fast Ethernet runs at 100 Mbps, and Gigabit Ethernet runs at 1000 Mbps. Most home networks are built using Standard or Fast Ethernet components. Business networks are typically built using Fast or Gigabit Ethernet components.

To create a wired Ethernet network, you or your electrician must:

- Install special Ethernet cables in your home or office

Important

Check local code requirements before installing Ethernet cable or other wiring in your home or office. Your municipality may require you to obtain a permit and hire a licensed installer.

- Install an Ethernet card in each of your desktop computers (if your computers do not already have built-in Ethernet jacks)
- Install an Ethernet PC Card in each of your notebooks (if your notebooks do not already have built-in Ethernet jacks)
- Install an Ethernet *router*, *switch*, or *hub*

Tips & Tricks

If you are connecting just two computers (known as a peer-to-peer wired Ethernet network), you can eliminate the router, switch, or hub and use a special *crossover* cable.

Example wired Ethernet network

The following is an example of a wired Ethernet network. The network is made up of a router, a cable or DSL modem, your computers, and cables connecting each of these components. The router is the central control point for the network. Attached to the router are all of your computers or Ethernet-ready devices. Also connected to the router is a cable or DSL modem that provides access to the Internet.

Tips & Tricks

To add the ability to access a wireless Ethernet network to your wired Ethernet network, connect an access point to the router, switch, or hub. For more information about accessing a wireless Ethernet, see “Using a wireless Ethernet network” on page 202.

Equipment you need for a wired Ethernet network

For a wired Ethernet network you need:

- An Ethernet jack on each desktop computer, notebook, and tablet PC.

  - OR -

  An Ethernet card (also called network interface cards or NICs) installed in each desktop computer.

  - OR -

  An Ethernet PC Card installed in each notebook.

- An Ethernet router. Select a router that gives you the following features:
  - A jack for connecting to a cable or DSL modem.
  - The ability to assign IP addresses to your networked computers dynamically. This prevents intruders from seeing the computers over the Internet.
  - A built-in *firewall* to protect the computers on your network from intruders trying to access your data over the Internet.
  - Built-in switching (with enough ports for all computers and devices on the network) so you will not have to purchase a hub or switch.
- If you did not purchase a router that includes built-in switching or if the router does not have enough ports to attach all your computers, an Ethernet hub or switch with enough ports for all computers and devices in the network.
- Ethernet cable going from each computer to the router, hub, or switch.

Important

For best results, all Ethernet components should be either standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100), or Gigabit Ethernet (1000 Mbps or 10/100/1000). A mixture of components rated at different speeds will result in your network running at the speed of the slowest rated component.

Using a wireless Ethernet network

A wireless Ethernet network is ideal for creating a home or office network or adding mobility to an existing wired Ethernet network. A wireless Ethernet network allows you the freedom to move about your home or office with your notebook or tablet PC. For example, you can take your notebook or tablet PC from your home office to your patio without having an Ethernet jack available.

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11a, IEEE 802.11b, and IEEE 802.11g communication devices are examples of devices that provide wireless communication. For instructions to turn wireless Ethernet on and off, see "Turning your wireless Ethernet emitter on or off" on page 208.

Important

If your notebook came equipped with an internal radio frequency wireless device, see "Safety, Regulatory, and Legal Information" on page 297 for general wireless regulatory and safety guidelines. To find out if your notebook has an internal wireless device, check the label (see "Identifying your model" on page 11) or the device manager.

Wireless Ethernet speed and frequency

Wireless Ethernet is available at two different speeds and at two different frequencies. The following table compares the various wireless Ethernet network types.

Network Type	Speed	Frequency	Advantages	Disadvantages
IEEE 802.11a	54 Mbps	5 GHz	Less possible interference than IEEE 802.11b and IEEE 802.11g	▪ Shorter range (25 to 75 feet) than IEEE 802.11b and IEEE 802.11g ▪ Not compatible with IEEE 802.11b or IEEE 802.11g networks
IEEE 802.11b	11 Mbps	2.4 GHz	▪ Large number of access points already exist in airports, college campuses, and businesses ▪ Compatible with IEEE 802.11g networks ▪ Longer range (100 to 150 feet) than IEEE 802.11a	▪ Possible interference from cordless phones and microwaves ▪ Not compatible with IEEE 802.11a networks
IEEE 802.11g	54 Mbps	2.4 GHz	▪ Compatible with IEEE 802.11b networks ▪ Longer range (100 to 150 feet) than IEEE 802.11a	▪ Possible interference from cordless phones and microwaves ▪ Not compatible with IEEE 802.11a networks

Important

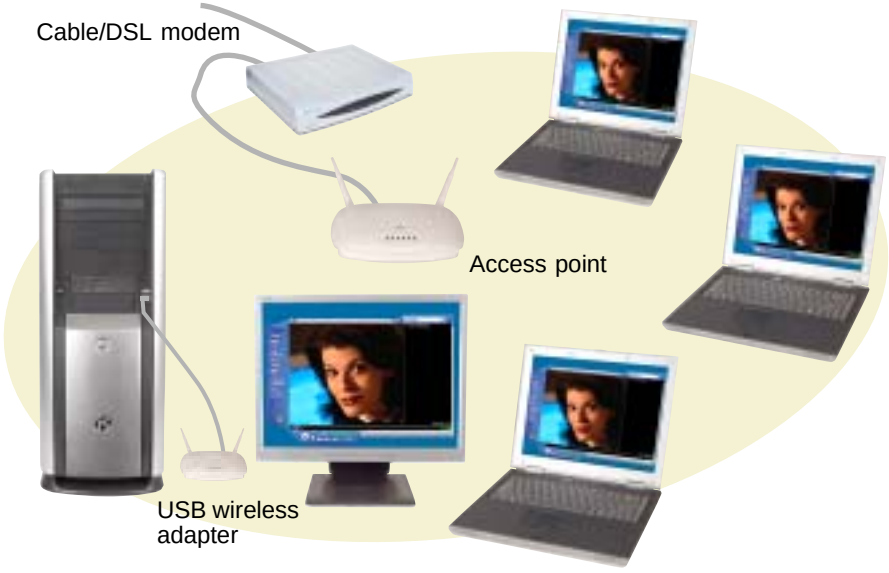
The speed of a wireless network is related to signal strength. Signal strength is affected by the distance between your wireless network devices, by radio interference, and by interference from natural obstructions such as walls, floors, and doors.

The two most common types of wireless Ethernet networks are access point and peer-to-peer.

Example access point wireless Ethernet network

By using an *access point*, you can join a wireless Ethernet network and access a wired Ethernet network. The following example shows how an access point also lets you access the Internet.

The following is an example of an access point wireless Ethernet network. The network is made up of an access point, a cable or DSL modem, and your computers. The access point is the central control point for the network. Attached to the access point is the cable or DSL modem that provides access to the Internet. Each of the computers or Ethernet-ready devices communicate with the access point using radio waves. If your computer does not have built-in wireless Ethernet capabilities, you need to add a wireless PCI card (desktop), PC card (notebook), or USB adapter.



Tips & Tricks

If you want to access a wireless Ethernet network from your wired Ethernet network, connect an access point to the router, switch, or hub. For more information about accessing a wired Ethernet, see “Using a wired Ethernet network” on page 199.

Equipment you need for an access point wireless Ethernet network

For an access point wireless Ethernet network you need:

- A wireless Ethernet PCI card installed in each desktop computer

  - OR -

  A wireless Ethernet USB adapter attached to each desktop or notebook computer

  - OR -

  A notebook or tablet PC with wireless Ethernet built-in

  - OR -

  A wireless Ethernet PC Card installed in each notebook that does not have wireless Ethernet built-in

- A wireless Ethernet access point to connect your wireless Ethernet network to the Internet or a wired Ethernet network

Important

IEEE 802.11b and IEEE 802.11g use the same radio frequency. IEEE 802.11a uses a different radio frequency than IEEE 802.11b and IEEE 802.11g. All wireless Ethernet components must use the same frequency. A combination of IEEE 802.11a and IEEE 802.11b or IEEE 802.11a and IEEE 802.11g components will not work. Some wireless devices can broadcast and receive signals on both frequencies.

A mixture of IEEE 802.11b and IEEE 802.11g components will result in your network running at the speed of the slower IEEE 802.11b components.

Example peer-to-peer wireless Ethernet network

Use a peer-to-peer (also known as ad hoc) wireless Ethernet network if you are setting up or joining a temporary computer-to-computer network. This type of network does not include access into a wired network or the Internet. You can create this type of network to quickly move files from one computer to another.

Equipment you need for a peer-to-peer wireless Ethernet network

For a peer-to-peer wireless Ethernet network you need:

- A wireless Ethernet PCI card installed in each desktop computer

  - OR -

  A wireless Ethernet USB adapter attached to each desktop or notebook computer

  - OR -

  A notebook or tablet PC with wireless Ethernet built-in

  - OR -

  A wireless Ethernet PC Card installed in each notebook that does not have wireless Ethernet built-in

For more information

For more information about purchasing equipment for your home or office Ethernet network, discuss your particular needs with your Gateway store representative. In addition, several books and Internet sites are dedicated to networking (for example: www.homenethelp.com). See these sources for more information about networking your home or office with wired or wireless Ethernet.

Help and Support

For more information about networking in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **networking** in the HelpSpot **Search** box , then click the arrow.

Using your notebook on a network

Installing and configuring your notebook for Ethernet networking

Setting Up Your Windows Network has been included on your hard drive that provides instructions for installing and configuring both wired and wireless Ethernet networking on your notebook. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation**.

Turning your wireless Ethernet emitter on or off

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. IEEE 802.11a, IEEE 802.11b, and IEEE 802.11g communication devices are examples of devices that provide wireless communication.

To turn the wireless Ethernet emitter on or off in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Network and Internet Connections**. The *Network and Internet Connections* window opens.
2. Click/Double-click **Network Connections**. The *Network Connections* window opens.
3. Right-click **Wireless Network Connection**, then click **Enable** to turn on wireless Ethernet or click **Disable** to turn off wireless Ethernet.

To turn the wireless Ethernet emitter on or off in Windows 2000 using the Broadcom Wireless Configuration Utility:

1. Right-click the Broadcom Wireless Configuration Utility icon on the taskbar.
2. Click **Enable Radio** to turn on the wireless emitter or **Disable Radio** to turn off the wireless emitter.

12 Moving From Your Old Computer

If your new notebook is replacing an old computer, you may have personal data files, Internet settings, a printer or other peripheral devices, and other unique computer settings that you want to move from your old computer to your new one. Read this chapter to learn about:

- Using the Windows XP Files and Settings Transfer Wizard
- Transferring Files
- Transferring Internet Settings
- Installing your old printer or scanner
- Installing your old programs

Using the Windows XP Files and Settings Transfer Wizard

If your new notebook is running Windows XP, you can move your data files and personal settings, such as display, Internet, and e-mail settings, from your old computer to your new one by using the Files and Settings Transfer Wizard. The wizard also moves specific files or entire folders, such as My Documents, My Pictures, and Favorites.

To open the Files and Settings Transfer Wizard:

- Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Files and Settings Transfer Wizard**.

Help and Support

For more information about using the Files and Settings Transfer Wizard in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **using transfer wizard** in the HelpSpot **Search** box Search, then click the arrow.

Transferring files

You can manually transfer your personal data files by copying them to removable media, such as a diskette, writable CD or DVD, USB flash drive, or Zip disk, or by using a home network. For more information, see "Creating CDs and DVDs using Nero Express" on page 120 and "Networking Your Notebook" on page 195.

Finding your files

Many programs automatically save your personal data files in the My Documents folder. Look in your old computer's My Documents folder for personal data files. Use Windows Find or Search to locate other personal data files. For more information, see "To find files using Find or Search:" on page 214, or "Searching for files" on page 62.

To find files in the My Documents folder:

1. In Windows XP, click **Start**, then click **My Documents**. The *My Documents* window opens and displays many of your saved personal data files. Go to Step 4.

   - OR -

   In Windows 98, Windows Me, or Windows 2000, double-click the **My Computer** icon on the desktop. Go to the next step.

2. Double-click the **C:** drive icon.

3. Double-click the **My Documents** folder. The *My Documents* window opens and displays many of your saved personal data files.

4. Copy your personal data files to removable media or to another computer on your network.

You can often identify different data file types by looking at the file's *extension* (the part of the file name following the last period). For example, a document file might have a .DOC extension and a spreadsheet file might have an .XLS extension.

File type	File usually ends in...
Documents	.DOC, .TXT, .RTF, .HTM, .HTML, .DOT
Spreadsheets	.XLS, .XLT, .TXT
Pictures	.JPG, .BMP, .GIF, .PDF, .PCT, .TIF, .PNG, .EPS
Movies	.MPEG, .MPG, .AVI, .GIF, .MOV
Sound and Music	.WAV, .CDA, .MP3, .MID, .MIDI, .WMA

To find files using Find or Search:

1. In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens.

   - OR -

   In Windows 98, Windows Me, or Windows 2000, click **Start**, **Find** or **Search**, then click **For Files or Folders**. The *Search Results* window opens.

2. Use Windows Find or Search to locate data files by file name or file type. For help on finding files, click **Help**, then click **Help and Support Center** or **Help Topics.** For more information, see "Searching for files" on page 62.

Help and Support

For more information about finding files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **searching for files** in the HelpSpot **Search** box Search, click the arrow, then click the **Full-text Search Matches** button.

Transferring Internet settings

You can use different methods to transfer your Internet account from your old computer to your new one.

Setting up your ISP

- If your current Internet service provider (ISP) software came preinstalled on your new notebook, run that setup program. If it asks to set up a new account or an existing one, choose to set up an existing account.
- If your current ISP software is not preinstalled on your new notebook, locate the original Internet setup program provided by your local ISP, or contact your ISP to see if they have an updated version of their software, and install it on your new notebook.
- If you use MSN as your ISP, or if you know your ISP settings, use the Windows Internet Connection Wizard.

To use the Internet Connection Wizard:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, then click **New Connection Wizard**. The New Connection wizard opens.
2. Configure your Internet settings by following the on-screen instructions.

Help and Support

For more information about setting up an Internet connection in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Internet connection** in the HelpSpot **Search** box , then click the arrow.

Transferring your e-mail and address book

See your old e-mail program's online help for information on *exporting* and *importing* e-mail messages and the address book. You can often export all of your old e-mail messages or address book to recordable media, then import them into your new notebook's e-mail program. You may also want to consider printing the old information or using your old computer to send the e-mail messages to yourself, then using your new notebook to retrieve the e-mail messages.

Transferring your Internet shortcuts

You can export and import your old Netscape Navigator bookmarks or Microsoft Internet Explorer favorites. For more information, see your Internet browser program's online help.

Installing your old printer or scanner

Windows may have built-in support for older printers, scanners, or other peripheral devices. This means you do not need any additional software. Newer devices, however, usually require your original software installation CDs or diskettes.

If you have trouble after you install the software for your old devices, you can use System Restore to restore your notebook's previous settings.

Help and Support

For information about restoring your notebook's previous settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the HelpSpot **Search** box , then click the arrow.

Installing a USB printer or scanner

USB devices may have special installation instructions. See your USB device's installation guide.

Installing a parallel port printer

You can usually install parallel port printers by following these steps.

To install your old printer:

1. Shut down and turn off your notebook.
2. Connect your parallel port printer.
3. Turn on your printer, then turn on your notebook.
4. If Windows detects your printer, install your printer by following the on-screen instructions. You are finished.

   - OR -

   If Windows does not detect the printer, go to the next step.
5. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
6. Click/Double-click the **Printers and Faxes** or **Printers** icon, then click **Add a printer** or **Add Printer**. The Add Printer wizard opens.

7 Install your printer by following the on-screen instructions.

Help and Support

For more information about installing a printer in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **installing a printer** in the HelpSpot **Search** box Search, then click the arrow.

See your peripheral device's user guide for installation information and tips. Because most installation software is periodically updated, you should also check the manufacturer's Web site for software updates.

Installing your old programs

You probably use some programs that did not come installed on your new notebook, such as personal finance software, graphics programs, or games.

Spend some time going through your old computer's Start and Programs menus, making note of any programs you want to install on your new notebook. Locate your original program installation CDs and installation guides. Your original CDs and guides should contain any serial numbers or product ID keys that may be required for program installation and registration. Remember to check the publisher's Web site for important program updates.

Tips & Tricks

If your new notebook comes with a newer version of a program, it is usually better to use the newer version than to reinstall the old one.

If you have trouble after installing your old programs, you can restore your notebook's previous settings using System Restore.

Help and Support

For more information about restoring your notebook's previous settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the HelpSpot **Search** box Search, then click the arrow.

13 Maintaining Your Notebook

This chapter provides basic information about maintaining your notebook hardware and software. Read this chapter to learn how to:

- Care for your notebook
- Protect your notebook from viruses
- Manage hard drive space
- Back up files
- Clean your notebook

Caring for your notebook

To extend the life of your system:

- Be careful not to bump or drop your notebook, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.
- When transporting your notebook, we recommend that you put it in a carrying case.
- Keep diskettes and your notebook away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.
- Never turn off your notebook when the hard drive light is on because data on the hard drive could be lost or corrupted.
- Avoid subjecting your notebook to extreme temperature changes. The case and LCD panel can become brittle and easy to break in cold temperatures and can melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your notebook is safest at temperatures that are comfortable for you.
- Keep all liquids away from your notebook. When spilled onto computer components, almost any liquid can result in extremely expensive repairs that are not covered under your warranty.
- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms.

Use the following table to set up a regular maintenance schedule.

Maintenance task	Monthly	When needed	See…
Check for viruses	X	X	page 222
Manage hard drive space		X	page 225
Clean up hard drives	X	X	page 226
Scan hard drive for errors	X	X	page 227
Defragment hard drive	X	X	page 229
Back up files	X	X	page 231
Recalibrate the battery		X	page 160
Clean computer case		X	page 233
Clean keyboard		X	page 233
Clean computer screen		X	page 234
Clean mouse		X	page 234

Protecting your notebook from viruses

A *virus* is a program that attaches itself to a file on a computer, then spreads from one computer to another. Viruses can damage data or cause your notebook to malfunction. Some viruses go undetected for a period of time because they are activated on a certain date.

Protect your notebook from a virus by:

- Using the Norton® AntiVirus program to check files and programs that are on diskettes, attached to e-mail messages, or downloaded from the Internet.
- Checking all programs for viruses before installing them.
- Disabling macros on suspicious Microsoft Word and Excel files. These programs will warn you if a document that you are opening contains a macro that might have a virus.
- Periodically updating the Norton AntiVirus program to protect against the latest viruses.

Help and Support

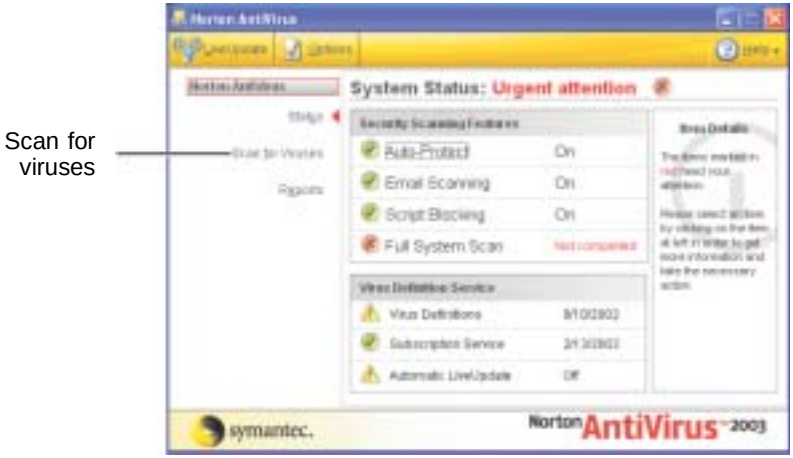
For more information about protecting your notebook against viruses in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **viruses** in the HelpSpot **Search** box

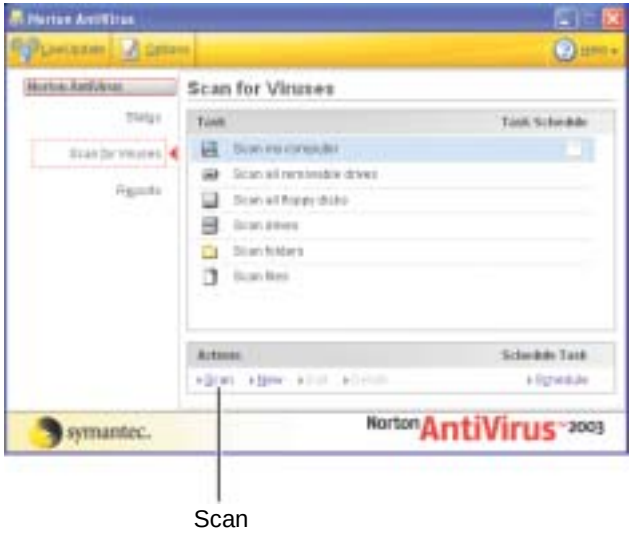
, then click the arrow.

To scan for viruses:

1 Click **Start**, **All Programs**, **Norton AntiVirus**, then click **Norton AntiVirus 2003**. Norton AntiVirus opens.



2 Click **Scan for Viruses**.



3 Click the type of scan you want to make in the Scan for Viruses area, then under Actions, click **Scan**.

To remove a virus:

1. If Norton AntiVirus finds a virus, follow all on-screen instructions to remove the virus.
2. Turn off your notebook and leave it off for at least 30 seconds.
3. Turn on your notebook and rescan for the virus.

To update Norton AntiVirus:

1. Make sure that you are connected to the Internet.
2. Click **Start**, **All Programs**, **Norton AntiVirus**, then click **LiveUpdate - Norton AntiVirus**. The LiveUpdate wizard opens.
3. Follow the on-screen instructions to update your Norton AntiVirus program with the latest virus protection files.
4. When the program has finished, click **Finish**.

Managing hard drive space

Windows provides several utilities you can use to manage your hard drive.

Checking hard drive space

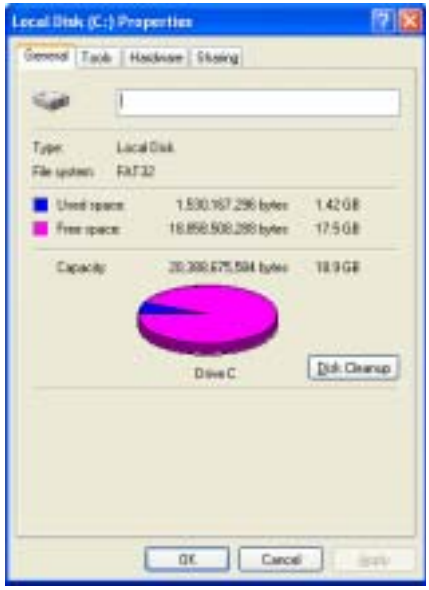
To check hard drive space:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2. Right-click the drive that you want to check for available file space, then click **Properties**. Drive space information appears.



Using Disk Cleanup

Delete unnecessary files, such as temporary Windows files, to free hard drive space.

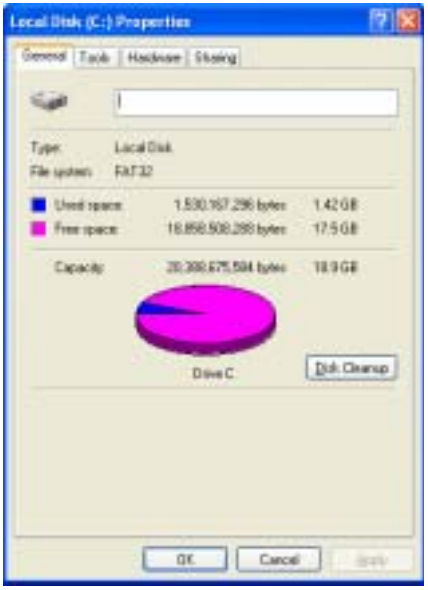
To use the WindowsDisk Cleanup program:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2. Right-click the hard drive that you want to delete files from, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens at the General tab.



3. Click **Disk Cleanup**. The *Disk Cleanup* dialog box opens.

4 Make sure that the check box beside each file type you want to delete is selected. For more information about file types you can delete, read the descriptions in the *Disk Cleanup* dialog box.

5 Click **OK**, then click **Yes**.

Help and Support

For more information about keeping the hard drive space free of unnecessary files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **disk cleanup** in the HelpSpot **Search** box Search, then click the arrow.

Checking the hard drive for errors

The Error-checking program examines the hard drive for physical flaws and file and folder problems. This program corrects file and folder problems and marks flawed areas on the hard drive so Windows does not use them.

If you use your notebook several hours every day, you probably want to run Error-checking once a week. If you use your notebook less frequently, once a month may be adequate. Also use Error-checking if you encounter hard drive problems.

To check the hard drive for errors:

1 In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

- OR -

In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2 Right-click the hard drive that you want to check for errors, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

3 Click the **Tools** tab.

4 Click **Check Now**.

5 Click the options you want to use, then click **Start**. For help, press **F1**. Windows checks the drive for errors. This process may take several minutes. After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

6 Correct any problems that are found by following the on-screen instructions.

7 Click **OK**.

Help and Support

For more information about checking the hard drive for errors in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **checking for disk errors** in the HelpSpot **Search** box Search, then click the arrow.

Defragmenting the hard drive

When working with files, sometimes Windows divides the file information into pieces and stores them in different places on the hard drive. This is called *fragmentation*, and it is normal. In order for your notebook to use a file, Windows must search for the pieces of the file and put them back together. This process slows the hard drive performance.

The Disk Defragmenter program organizes the data on the drive so each file is stored as one unit rather than as multiple pieces scattered across different areas of the drive. Defragmenting the information stored on the drive can improve hard drive performance.

While the Disk Defragmenter program is running, do not use your keyboard or mouse because using them may continuously stop and restart the defragmenting process. Also, if you are connected to a network, log off before starting Disk Defragmenter. Network communication may stop the defragmentation process and cause it to start over.

To defragment the hard drive:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2. Right-click the hard drive that you want to defragment, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

3 Click the **Tools** tab.

4 Click **Defragment Now**.

5 If Disk Defragmenter does not start automatically, click **Defragment** or **Start**.

Disk Defragmenter shows its progress on the computer display. When finished, Disk Defragmenter asks if you want to quit the program.

6 Click **Close** or **Yes**, then click the **X** in the top-right corner to close the *Disk Defragmenter* window.

Help and Support

For more information about defragmenting the hard drive in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **defragmenting** in the HelpSpot **Search** box Search, then click the arrow.

Backing up files

Backing up files and removing them from the hard drive frees space for new files on the hard drive. It also protects you from losing important information if the hard drive fails or you accidentally delete files.

You should back up your files regularly to a writable CD or DVD (if you have a recordable drive) or to diskettes. Use a backup device, such as a recordable drive or Zip drive, to do a complete hard drive backup. For more information, see "Creating CDs and DVDs using Nero Express" on page 120. If you do not have a high-capacity backup device and you want to purchase one, you can contact Gateway's Add-on Sales department or visit the Accessories Store at accessories.gateway.com.

Help and Support

For more information about backing up files in Windows XP, click **Start**, then click **Help and Support**.

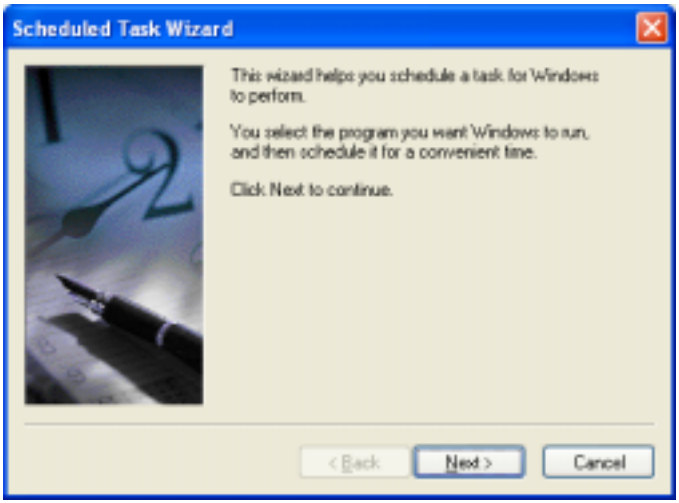
Type the keyword **saving files** in the HelpSpot **Search** box Search , then click the arrow.

Using the Scheduled Task Wizard

The Scheduled Task Wizard lets you schedule maintenance tasks such as running Disk Defragmenter and Error-checking.

To start the Scheduled Task Wizard:

1. Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Scheduled Tasks**. The *Scheduled Tasks* window opens.
2. Double-click the **Add Scheduled Task** icon. The Scheduled Task Wizard opens.


Scheduled Task Wizard
This wizard helps you schedule a task for Windows to perform.
You select the program you want Windows to run, and then schedule it for a convenient time.
Click Next to continue.
< Back
Next >
Cancel

3. Click **Next**, then click the task or program you want to schedule and follow the on-screen instructions to customize the task.

Important

Your notebook must be on during scheduled tasks. If your notebook is off, scheduled tasks will not run.

Help and Support

For more information about using the Scheduled Tasks Wizard in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Scheduled Task Wizard** in the HelpSpot **Search** box Search, then click the arrow.

Cleaning your notebook

Keeping your notebook clean and the vents free from dust helps keep your system performing at its best. You may want to gather these items and put together a computer cleaning kit:

- A soft, lint-free cloth
- An aerosol can of air that has a narrow, straw-like extension
- Isopropyl alcohol
- Cotton swabs
- A CD or DVD drive cleaning kit

Cleaning the exterior

Warning

When you shut down your notebook, the power turns off, but some electrical current still flows through your notebook. To avoid possible injury from electrical shock, unplug the power cord and modem cable from the wall outlets.

Always turn off your notebook and other peripherals, then remove the battery before cleaning any components.

Use a damp, lint-free cloth to clean your notebook and other parts of your system. Do not use abrasive or solvent cleaners because they can damage the finish on components.

Your notebook is cooled by air circulated through the vents on the case, so keep the vents free of dust. With your notebook turned off and unplugged, brush the dust away from the vents with a damp cloth. Be careful not to drip any water into the vents. Do not attempt to clean dust from the inside of your notebook.

Cleaning the keyboard

You should clean the keyboard occasionally by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

If you spill liquid on the keyboard, turn off your notebook and turn your notebook upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.

Cleaning the computer screen

Use a soft cloth and water to clean the computer screen. Squirt a little water on the cloth (never directly on the screen), and wipe the screen with the cloth.

Warning

The computer screen is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

Cleaning the mouse

If you have a mouse and the mouse pointer begins moving erratically across the computer screen or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

Clean your optical mouse by wiping the bottom of the mouse with a damp lint-free cloth.

Help and Support

For a video tutorial about cleaning the mouse in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Video tutorials** in the HelpSpot **Search** box

, then click the arrow.

Click **Cleaning the mouse**.

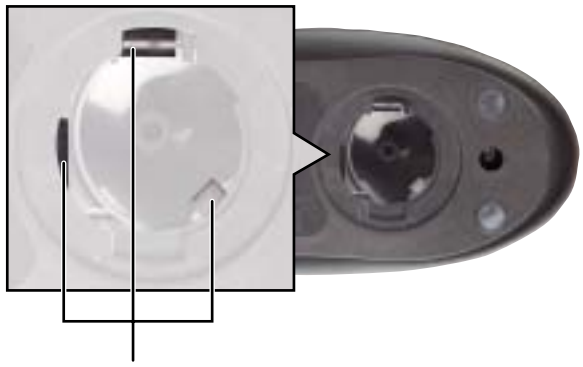
To clean your trackball mouse:

1 Turn the mouse upside down.

2 Rotate the retaining ring on the bottom of the mouse counter-clockwise, then remove the retaining ring and mouse ball.

3 Remove any dust, lint, or dirt from the mouse ball with a soft cloth.

4 Clean the mouse rollers with a cotton swab dipped in isopropyl alcohol.



5 Replace the mouse ball and lock the retaining ring into place.

14

Restoring Software

Read this chapter to learn how to:

- Reinstall device drivers
- Update device drivers
- Reinstall programs
- Reinstall Windows

If you are not comfortable with the procedures covered in this chapter, seek help from a more experienced computer user or a computer service technician.

Using the Restoration CDs

Use the Gateway *Restoration CDs* to reinstall device drivers, your operating system, and other programs that were preinstalled at the factory.

Important

Before you try to fix a problem by reinstalling software from your Gateway *Restoration CDs*, make sure that you have tried these steps first:

- Use the diagnostics and troubleshooting tools found in HelpSpot. For more information about diagnostics and troubleshooting tools in Windows XP, click **Start**, then click **Help and Support**.
  Type the keyword **troubleshooting** in the HelpSpot **Search** box , then click the arrow.
- Run System Restore. For more information about System Restore in Windows XP, click **Start**, then click **Help and Support**.
  Type the keyword **System Restore** in the HelpSpot **Search** box , then click the arrow.
- See the Troubleshooting chapter of this guide.

If these steps do not resolve the problem, use the Gateway *Restoration CDs* to reinstall device drivers or programs.

If reinstalling device drivers or programs does not resolve the problem, reinstall Windows.

Reinstalling device drivers

Device drivers are programs that control devices such as the computer display, CD or DVD drives, and modems. Drivers translate information between computer devices and programs.

Drivers for your original notebook hardware are installed at Gateway. If you install a new device, you need to install the drivers provided by the device manufacturer.

You should reinstall device drivers:

- If directed to do so while troubleshooting
- If you see a message indicating that there is a problem with a device driver

If you need to reinstall device drivers because you are directed to do so while troubleshooting or if a message tells you that there is a problem with a device driver, reinstall the device drivers by following the instructions below.

If you just reinstalled Windows XP or Windows 2000, the device drivers were automatically reinstalled.

To reinstall device drivers:

1. Insert the red *Drivers and Applications* CD into the CD or DVD drive. If the program starts automatically, go to Step 5.

   - OR -

   If the program does not start automatically, go to Step 2.

2. Click **Start**, then click **Run**. The *Run* dialog box opens.
3. In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of your CD or DVD drive).
4. Click **OK**.
5. If this is the first time you have inserted the red *Drivers and Applications* CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**. The Gateway Driver and Application Recovery program starts and the **Drivers and Application Recovery** tab appears.

6 Select a single device driver to reinstall.

- OR -

Click **Automatic Installation**, then select multiple device drivers to reinstall. (Grayed out drivers are not available for Automatic Installation. To select these drivers, click **Manual Installation**.)

7 Click **Install**.

8 Follow any additional on-screen instructions. Depending on the device driver you are reinstalling, you may only need to restart your notebook to complete the installation. However, if a setup wizard opens when you restart your notebook, follow the on-screen instructions.

Help and Support

For more information about reinstalling device drivers in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **drivers** in the HelpSpot **Search** box

, then click the arrow.

Updating device drivers

The *Restoration CDs* contain a device driver update utility that works over the Internet. If you do not have an Internet service provider, the update utility works by direct-dialing the device driver update service.

Important

If your system came equipped with a wireless device, only use the drivers approved for the country the device will be used in. See the red *Drivers and Applications* CD or the Gateway Technical Support Web site (support.gateway.com).

If your system came equipped with an internal embedded wireless device, see "Safety, Regulatory, and Legal Information" on page 297 for general wireless regulatory and safety guidelines.To find out if your system has an internal wireless device, check the label (see "Identifying your model" on page 11).

To update device drivers:

1. Insert the red *Drivers and Applications* CD into the CD or DVD drive. If the program starts automatically, go to Step 5.

   - OR -

   If the program does not start automatically, go to Step 2.

2. Click **Start**, then click **Run**. The *Run* dialog box opens.
3. In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of the CD or DVD drive).
4. Click **OK**.
5. If this is the first time you have inserted the red *Drivers and Applications* CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**. The Gateway Driver and Application Recovery program starts and the **Drivers and Application Recovery** tab appears.
6. Click the **Web Updates** tab.
7. Click **Check Now**. The *Connect* window opens.

8 Install available updated device drivers by following the on-screen instructions. Depending on the device driver you are updating, you may only need to restart your notebook to complete the installation. However, if a setup wizard opens when you restart your notebook, follow the on-screen instructions.

Help and Support

For more information about updating device drivers in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **updating drivers** in the HelpSpot **Search** box Search, then click the arrow.

Reinstalling programs

If you have problems running a program or if you have reinstalled your operating system, you can reinstall programs from the red *Drivers and Applications* CD and other program CDs. If you are reinstalling programs from other program CDs, follow the installation instructions on each CD. If you want to **reinstall** a program, uninstall the old version first.

To reinstall programs from the Drivers and Applications CD:

1 If you just reinstalled Windows, go to Step 4. Otherwise, go to the next step.

2 In Windows XP, click **Start**, **Control Panel**, then click **Add or Remove Programs**.

- OR -

In Windows 2000, click **Start**, **Settings**, **Control Panel**, then double-click the **Add or Remove Programs** icon.

3 In the *Currently Installed Programs* list, click the program you want to uninstall, then click **Change/Remove** and follow the on-screen instructions.

4 Insert the red *Drivers and Applications* CD into the CD or DVD drive. If the program starts automatically, go to Step 8.

- OR -

If the program does not start automatically, go to Step 5.

5 Click **Start**, then click **Run**. The *Run* dialog box opens.

6 In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of your CD or DVD drive).

7 Click **OK**.

8 If this is the first time you have inserted the red *Drivers and Applications* CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**. The Gateway Driver and Application Recovery program starts and the **Drivers and Application Recovery** tab appears.

9 Select a single program to reinstall.

- OR -

Click **Automatic Installation**, then select multiple programs to reinstall. (Grayed out programs are not available for Automatic Installation. To select these programs, click **Manual Installation**.)

10 Click **Install**.

11 Follow any additional on-screen instructions. Depending on the programs you are reinstalling, you may only need to restart your notebook to complete the installation. However, if a setup wizard opens when you restart your notebook, follow the on-screen instructions.

Help and Support

For more information about reinstalling programs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **installing programs** in the HelpSpot **Search** box Search, then click the arrow.

To reinstall other programs from a CD:

1. If you just reinstalled Windows, go to Step 4. Otherwise, go to the next step.
2. In Windows XP, click **Start**, **Control Panel**, then click **Add or Remove Programs**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, **Control Panel**, then double-click the **Add or Remove Programs** icon.
3. In the *Currently Installed Programs* list, click the program you want to uninstall, then click **Change/Remove** and follow the on-screen instructions.
4. Insert the program CD into the CD or DVD drive.
5. Complete the program reinstallation by following the instructions included with the program CD.

Reinstalling Windows

If your notebook is not working correctly, try the following options to correct the problem:

- Troubleshooting. For more information, see "Troubleshooting" on page 269.
- Running System Restore.
- Reinstalling device drivers. For more information, see "Reinstalling device drivers" on page 239.

If the options above do not correct the problem, you can use the *Restoration CDs* to reinstall Windows and other software.

The *Restoration CDs* step you through reinstalling Windows XP or Windows 2000. If you are reinstalling Windows XP or Windows 2000, the *Restoration CDs* automatically reinstall the hardware device drivers and some programs as well. You can install any remaining programs by using the program CDs that came with your notebook. To reinstall your programs, follow the instructions in "Reinstalling programs" on page 242.

Important

If you are prompted for your Windows product key when you reinstall Windows, you can find the key on the *Microsoft Certificate of Authenticity* label located on the bottom of your notebook case. For more information, see "Microsoft Certificate of Authenticity" on page 12.

To reinstall Windows XP or Windows 2000, and the device drivers:

Caution

Back up your personal files before you use this option.

All files on your notebook will be deleted!

1. Insert the red *Drivers and Applications* CD into the CD or DVD drive.
2. Restart your notebook.
3. Select **2. Boot from CD-ROM**.
4. Select a language option.
5. Select **1. Delete all files (Automated Fdisk/Format)**.
6. Select **1. Continue deleting all files and restart**.
7. When prompted, press any key to continue.
8. Select **2. Boot from CD-ROM**.
9. Select a language option.
10. Select **2. Automated installation of Windows (XP or 2000)**.
11. When prompted, remove the red *Drivers and Applications* CD and insert the blue *Operating System* CD into the CD or DVD drive, then press any key to continue.
12. When prompted, accept the *License Agreement* by pressing **Y**.

13 Wait while the setup program copies files to your hard drive. **When your notebook restarts, do NOT press any key to boot from CD.**

14 When prompted, insert the red *Drivers and Applications* CD, then click **Continue**. The Gateway Application Loader automatically installs your drivers and programs. Your notebook restarts several times during this process. Do **not** press any keys or buttons during this process unless prompted to do so.

15 When the Gateway Application Loader has finished, go to the Windows desktop by clicking **OK**.

16 Install additional programs by following the instructions in "Reinstalling programs" on page 242.

17 Install other software, such as Microsoft Works Suite and gaming software, by following the instructions in "To reinstall other programs from a CD:" on page 244.

15

Upgrading Your Notebook

This chapter provides information about adding hardware devices to your notebook. Read this chapter to learn how to:

- Add and remove PC Cards
- Add and replace memory
- Replace the hard drive

Adding and removing a PC Card

Your notebook has a PC Card slot (also known as a PCMCIA card slot). This slot accepts one Type II card.

You do not need to restart your notebook when changing most cards because your notebook supports *hot-swapping*. Hot-swapping means that you can insert a PC Card while your notebook is running. If your PC Card does not work after hot-swapping, see the PC Card manufacturer's documentation for further information.

To insert a PC Card:

- Push the card firmly into the PC Card slot label-side up until the outer edge of the card is flush with the side of your notebook.

To remove a PC Card:

1. Click the remove hardware icon in the taskbar, the PC Card name, then click **Stop**.

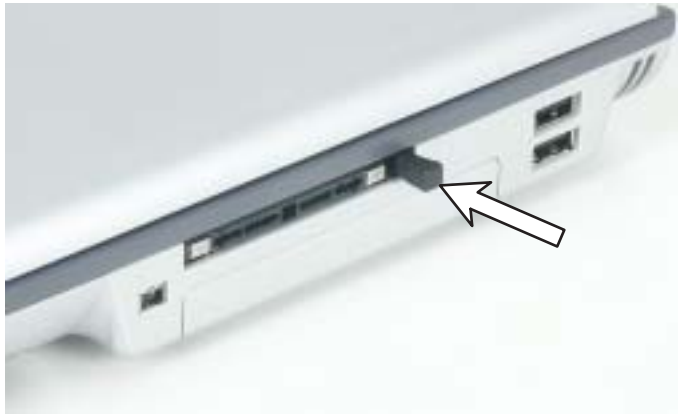
   -OR-

   Turn off your notebook.

Important

If the remove hardware icon does not appear on the taskbar, click the show hidden icons button.

2. Press the PC Card eject button once to release the eject button.
3. Press the PC Card eject button again to eject the PC Card.



Preventing static electricity discharge

The components inside your notebook are extremely sensitive to static electricity, also known as *electrostatic discharge* (ESD).

Warning

ESD can permanently damage electrostatic discharge-sensitive components in your notebook. Prevent ESD damage by following ESD guidelines every time you install memory or replace the hard drive.

Warning

To avoid exposure to dangerous electrical voltages and moving parts, turn off your notebook and unplug the power cord and modem and network cables before opening the case.

Before installing memory or replacing the hard drive, follow these guidelines:

- Turn off your notebook.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your workbench or other grounded connection.

Warning

To prevent risk of electric shock, do not insert any object into the vent holes of your notebook.

- Touch a bare metal surface on your workbench or other grounded object.
- Unplug the power cord and the modem and network cables.
- Remove the battery. For more information, see “Changing batteries” on page 161.
- Disconnect all peripheral devices and remove any PC Cards.

Before working with computer components, follow these guidelines:

- Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam.
- Remove components from their antistatic bags only when you are ready to use them. Do not lay components on the outside of antistatic bags because only the inside of the bags provide electrostatic protection.
- Always hold components by their edges. Avoid touching the edge connectors. Never slide components over any surface.

Adding or replacing memory

Your notebook uses memory modules called SO-DIMMs (Small Outline Dual Inline Memory Modules). The modules are available in various capacities and any module can be placed in the memory bay. Use only memory modules designed for the Gateway M350 for upgrading your memory.

SO-DIMMs are located in two places inside your notebook. Both SO-DIMMs can be upgraded. For instructions on upgrading the SO-DIMM located on the bottom of your notebook, see “Adding or replacing memory in the memory bay” on page 252. For instructions on upgrading the SO-DIMM located under the keyboard of your notebook, see “Replacing memory under the keyboard” on page 255.

Adding or replacing memory in the memory bay

Important

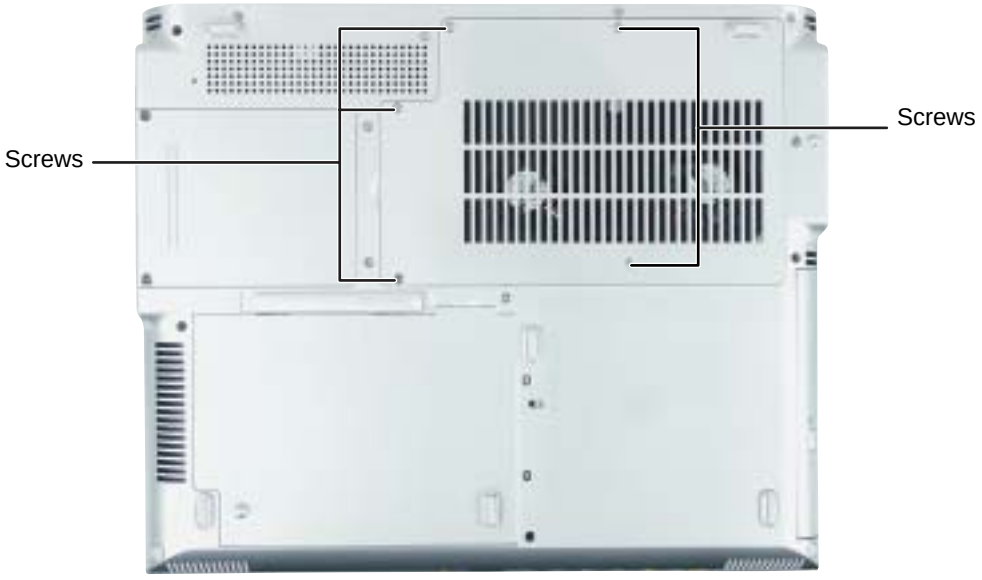
Use only memory modules designed for the Gateway M350 for upgrading your memory.

To add or replace memory modules:

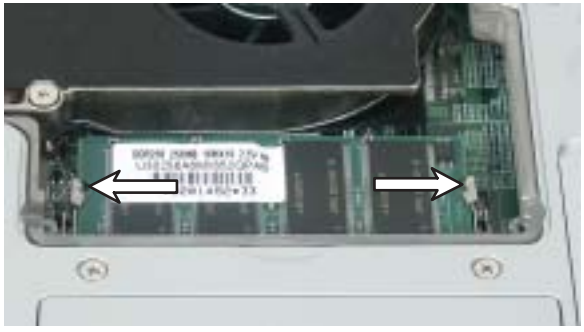
1. Follow the instructions under "Preventing static electricity discharge" on page 250.
2. Turn off your notebook, disconnect the AC adapter and modem and network cables.
3. Turn your notebook over so the bottom is facing up.

4 Remove the battery. For more information, see “Replacing the battery” on page 161.

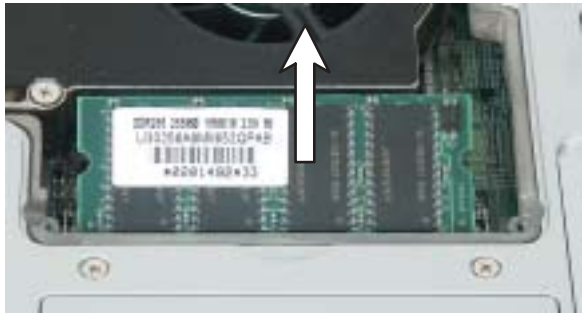
5 Loosen the five memory bay cover screws, then remove the memory bay cover.



6 If you are removing a module, gently press outward on the clip at each end of the memory module until the module tilts upward.



7 Pull the memory module out of the slot.



8 Hold the new or replacement module at a 30-degree angle and press it into the empty memory slot. This module is keyed so it can only be inserted in one direction. If the module does not fit, make sure that the notch in the module lines up with the tab in the memory bay.

Important

Use only memory modules designed for the Gateway M350.

9 Gently push the module down until it clicks in place.

10 Replace the memory bay cover and tighten the cover screws.

11 Insert the battery, then turn your notebook over.

12 Connect the power adapter and modem and network cables, then turn on your notebook.

Replacing memory under the keyboard

Important

Use only memory modules designed for the Gateway M350 for upgrading your memory.

Installing replacement memory under the keyboard is a process consisting of three procedures that must be done in sequence:

1. Open the keyboard compartment.
2. Replace the memory.
3. Reattach the keyboard.

Opening the keyboard compartment

To open the keyboard compartment:

1. Follow the instructions under "Preventing static electricity discharge" on page 250.
2. Turn off your notebook, disconnect the AC adapter and modem and network cables.
3. Turn your notebook over so the bottom is facing up.
4. Remove the battery. For more information, see "Replacing the battery" on page 161.
5. Turn your notebook over so the top is facing up.
6. Open the LCD panel to the normal viewing position.

7 Insert the small flat-blade screwdriver under the bottom right corner of the keyboard bezel and gently pry it up.

Important

Inserting a piece of cloth between the screwdriver and keyboard and notebook case will help prevent damage to your notebook.

8 Pull the bezel off your notebook. You will hear small snapping sounds as the bezel comes away from your notebook. Be careful not to break off the tabs found on the left end of the bezel.

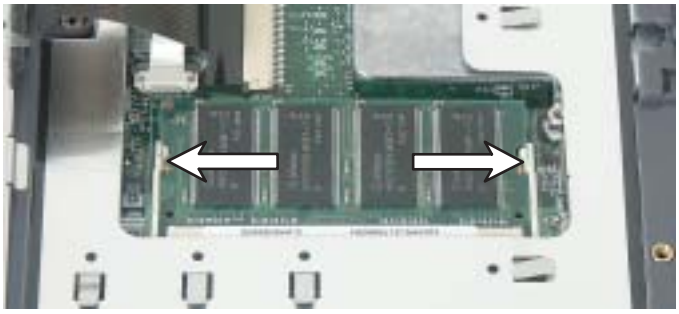
9 With a small Phillips screwdriver, remove the four keyboard screws and put them in a safe place.

10 Lift the back edge of the keyboard, then slowly rotate it toward you so it lies **keys-down** on top of your notebook. Be careful not to damage the LCD panel.

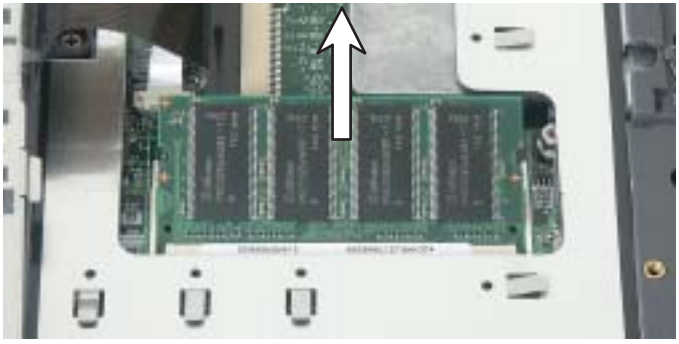
Replacing the memory

To replace the memory:

1 Gently press outward on the clip at each end of the memory module until the module tilts upward.



2 Pull the memory module out of the slot.



3 Hold the new or replacement module at a 30-degree angle and press it into the empty memory slot. This module is keyed so it can only be inserted in one direction. If the module does not fit, make sure that the notch in the module lines up with the tab in the memory bay.

Important

Use only memory modules designed for the Gateway M350.

4 Gently push the module down until it clicks in place.

Reattaching the keyboard

To reattach the keyboard:

1 Rotate the keyboard toward the LCD panel until the keyboard is almost face-up.

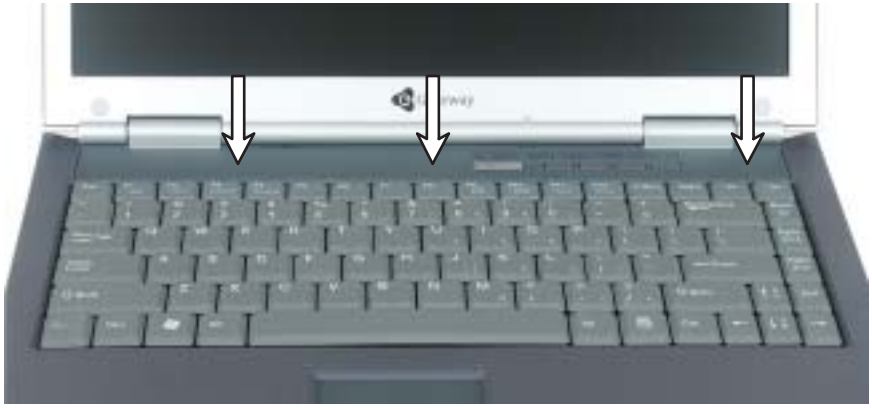
2 Insert the tabs on the front of the keyboard under the palm rest.

3 Gently press the keyboard down until it is flat all the way across. The keyboard should easily fall into place. Be careful not to damage the LCD panel.

4 Replace the four keyboard screws.

5 Slide the two tabs on the left end of the bezel under your notebook frame.

6 Press down on the bezel in several places until it clicks in place.



The bezel is correctly mounted when you can run you finger along the bezel and find no loose spots. The bezel should be flat all the way across.

Warning

If the bezel is not correctly replaced, your notebook could be damaged when you try to close the LCD panel.

7 Turn your notebook over so the bottom is facing up.

8 Insert the battery, then turn your notebook over.

9 Connect the power adapter and modem and network cables, then turn on your notebook.

Replacing the hard drive kit

If you would like more hard drive capacity, you can replace your original drive with a higher-capacity drive.

To replace the hard drive kit:

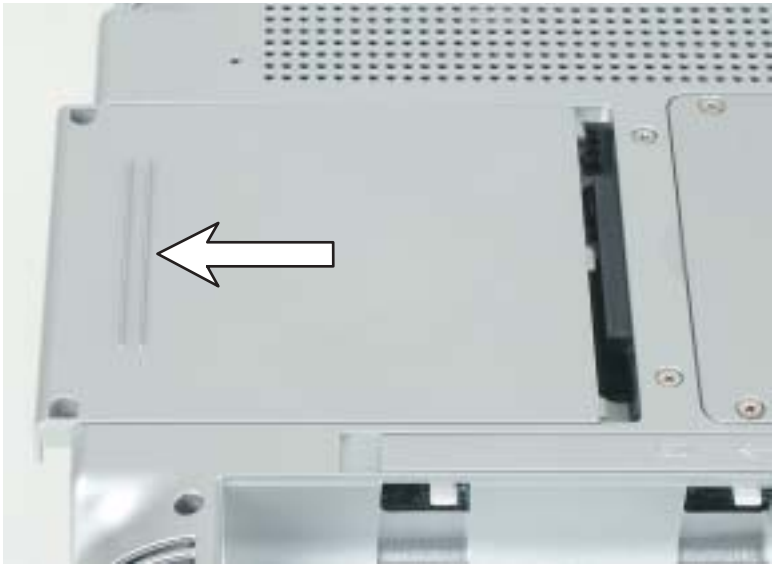
1. Follow the instructions under “Preventing static electricity discharge” on page 250.
2. Turn off your notebook, disconnect the AC adapter and modem and network cables.
3. Turn your notebook over so the bottom is facing up.
4. Remove the battery. For more information, see “Replacing the battery” on page 161.

5 Remove the two hard drive kit screws.

Tips & Tricks

Use a magnetic screwdriver or turn the notebook over to remove the screws.

6 Slide the old hard drive kit away from the connector.



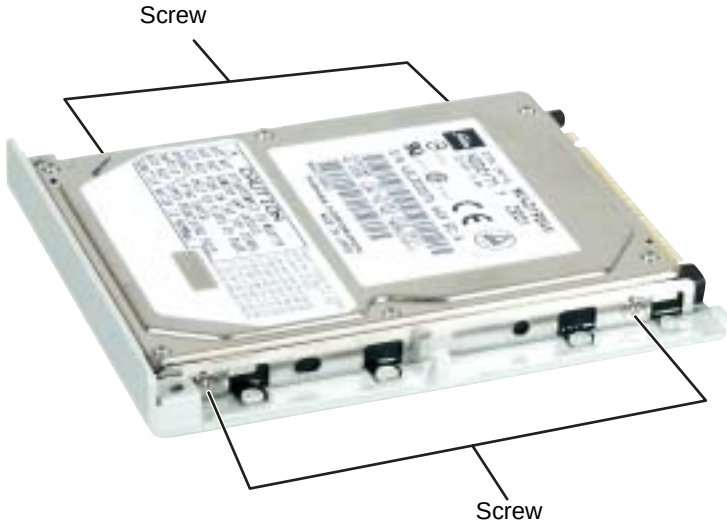
7 Lift the end of the hard drive kit furthest from the connector, then remove the kit from the bay.

8 If your new hard drive already includes the hard drive kit bracket, go to Step 13.

-OR-

If you need to move the hard drive kit bracket from your old hard drive kit to your new hard drive, go to Step 9.

9 Remove the four screws that secure the hard drive to the hard drive kit bracket.



10 Remove the bracket from the old drive.

11 Insert the new drive into the bracket so the screw holes line up.

12 Replace the four screws that secure the bracket to the drive.

13 Place the new hard drive kit into the bay and slide it into the connector.

14 Replace the screws that secure the hard drive kit to your notebook.

15 Insert the battery and turn your notebook over.

16 Connect the power adapter and modem and network cables, then turn on your notebook.

16

Troubleshooting

This chapter provides some solutions to common notebook problems. Read this chapter to learn how to:

- Troubleshoot typical hardware and software problems
- Get telephone support
- Use automated troubleshooting systems
- Get tutoring and training

If the suggestions in this chapter do not correct the problem, see “Getting Help” on page 39 for more information about how to get help.

Safety guidelines

While troubleshooting your notebook, follow these safety guidelines:

- Never start any disassembly, remove any covers, or remove the hard drive if your notebook is turned on, the battery is installed, or while the modem cable, network cable, or AC power adapter are connected to the notebook.
- Make sure that you are correctly grounded before accessing internal components. For more information about preventing damage from static electricity, see "Preventing static electricity discharge" on page 250.
- After you complete any maintenance tasks where you remove the memory bay cover or hard drive kit, make sure that you replace the cover or hard drive kit, reinstall any screws, then replace the battery before you start your notebook.

Warning

Do not try to troubleshoot your problem if power cords or plugs are damaged, if your notebook was dropped, or if the case was damaged. Instead, unplug your notebook and contact a qualified computer technician.

First steps

If you have problems with your notebook, try these things first:

- Make sure that the AC power adapter is connected to your notebook and an AC outlet and that the AC outlet is supplying power.
- If you use a power strip or surge protector, make sure that it is turned on.
- If a peripheral device (such as a keyboard or mouse) does not work, make sure that all connections are secure.
- Make sure that your hard drive is not full.
- If an error message appears on the screen, write down the exact message. The message may help Gateway Technical Support in diagnosing and fixing the problem.
- If you added or removed peripheral devices, review the installation procedures you performed and make sure that you followed each instruction.
- If an error occurs in a program, see the program's printed documentation or the online help.

Help and Support

For more information about troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **troubleshooting** in the HelpSpot **Search** box , then click the arrow.

Software support tools

Your notebook *may* include the following support tool to help you diagnose and fix problems:

- *PC Doctor* is a comprehensive hardware diagnostic and system information tool that can test your notebook and determine its configuration. PC Doctor provides 85 professional diagnostic tests directly from your notebook.

This support tool is available from HelpSpot or by clicking **Start**, **All Programs**, then clicking **Gateway Utilities**.

Troubleshooting

CD or DVD drives

Your notebook does not recognize a disc

- The disc may not be seated correctly in the tray. When you place a disc on the tray, make sure that you press the disc firmly onto the spindle so the retainers hold the disc in place.
- Make sure that the disc label is facing up, then try again.
- If you are trying to play a DVD, make sure that you have a DVD drive. See "Identifying drive types" on page 91 for more information.
- Try a different disc. Occasionally discs are flawed and cannot be read by the drive.
- Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.
- Your notebook may be experiencing some temporary memory problems. Shut down and restart your notebook.
- Clean the disc. For more information, see "Cleaning CDs or DVDs" on page 274.

An audio CD does not produce sound

- Make sure that the CD label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your notebook.
- Make sure that the volume control on your notebook is turned up. For more information, see "System key combinations" on page 28 or "Using the audio controls" on page 31.
- Make sure that the Windows volume control is turned up. For more information, see "Adjusting the volume" on page 82.
- Make sure that Mute controls are turned off. For more information about the mute setting, see "System key combinations" on page 28, "Using the audio controls" on page 31, or "Adjusting the volume" on page 82.
- Make sure that headphones are not plugged into the headphone jack. For the location of the headphone jack, see "Left side" on page 3.

- If you are using powered speakers, make sure that they are plugged in and turned on.
- Clean the CD. For more information, see "Cleaning CDs or DVDs" on page 274.
- Your notebook may be experiencing some temporary memory problems. Shut down and restart your notebook.
- Reinstall the audio device drivers. For more information, see "Reinstalling device drivers" on page 239.

A DVD movie will not play

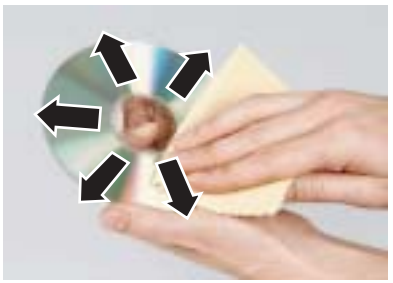
- Make sure that the label or side you want to play is facing up, then try again.
- Make sure that you have a DVD drive. See "Identifying drive types" on page 91 for more information.
- Shut down and restart your notebook.
- Clean the DVD. For more information, see "Cleaning CDs or DVDs" on page 274.
- DVD discs and drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc's regional code and your DVD drive's regional code must match.

  The regional code on your DVD drive is determined by your notebook's delivery address. The regional code for the United States and Canada is 1. The regional code for Mexico is 4. Your DVD drive's regional code must match the regional code of the disc. The regional code for the disc is on the disc, disc documentation, or packaging.

  If the DVD movie does not play, the disc's regional code and your DVD drive's regional code may not match.
- Make sure that the InterVideo program has been installed on your notebook. See "Playing a DVD" on page 104 for more information.

Cleaning CDs or DVDs

Wipe from the center to the edge, not around in a circle, using a product made especially for the purpose.



Device installation

You have computer problems after adding a new device

Sometimes a new device, such as a PC Card, can cause a system resource (IRQ) conflict. Check IRQ usage to determine if there is an IRQ conflict.

To check IRQ usage in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.
2. Click/Double-click **System**, click the **Hardware** tab, then click **Device Manager**. The *Device Manager* window opens.
3. Click **View**, then click **Resources by type**. Double-click **Interrupt request (IRQ)**. All IRQs and their hardware assignments are displayed.

Help and Support

For more information about IRQs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **IRQs** in the HelpSpot **Search** box Search , then click the arrow.

To check IRQ usage in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
2. Double-click the **System** icon, click the **Hardware** tab, then click **Device Manager**. The *Device Manager* window opens.
3. Click **View**, then click **Resources by type**. Double-click **Interrupt request (IRQ)**. All IRQs and their hardware assignments are displayed.

To free IRQ resources for the new device:

1. In the *Device Manager* window, check the device list for a resource conflict. A resource conflict appears as a black exclamation point in a yellow circle.
2. Remove the device you are trying to install, then determine which one of the existing devices or ports you can disable.
3. Right-click the device or port you want to disable, then click **Disable**. The device or port is disabled.

Diskette drive

The diskette drive is not recognized

- Shut down and restart your notebook.

You see an “Access Denied” or “Write protect” error message

- Move the write-protection tab in the upper-right corner of the diskette down (unprotected).
- The diskette may be full. Delete unnecessary files on the diskette and try again.
- Not all diskettes are IBM-compatible. Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

You see a "Disk is full" error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error checking on the diskette. For more information, see "Checking the hard drive for errors" on page 227. If errors are detected and corrected, try using the diskette again.

You see a "Non-system disk", "NTLDR is missing", or "Disk error" error message

- Eject the diskette from the diskette drive, then press **ENTER**.
- Make sure that the diskette you are using is IBM-compatible.

The diskette drive status indicator is lit continuously

Remove the diskette from the drive. If the indicator stays on, try restarting your notebook.

Display

The screen is too dark

Adjust the brightness using the system keys. For more information, see "System key combinations" on page 28.

The screen resolution is not correct

Change the screen resolution from the *Display Properties* dialog box. For more information, see "Adjusting the screen resolution" on page 182.

Help and Support

For more information about changing the screen resolution in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **screen resolution** in the HelpSpot **Search** box , then click the arrow.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast using the system keys. For more information, see "System key combinations" on page 28.
- Change the display settings. For more information, see "Adjusting the screen and desktop settings" on page 180.
- Move your notebook away from sources of electrical interference, such as televisions, unshielded speakers, microwaves, fluorescent lights, and metal beams or shelves.

The display has pixels that are always dark or too bright

This condition is normal and inherent in the TFT technology used in active-matrix LCD screens. Gateway's inspection standards keep these to a minimum. If you feel these pixels are unacceptably numerous or dense on your display, contact Gateway Technical Support to identify whether a repair or replacement is justified based on the number of pixels affected.

File management

A file was accidentally deleted

If a file was deleted at a DOS prompt or in Windows while holding down the **SHIFT** key, the file cannot be restored.

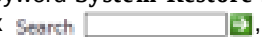
To restore deleted files:

1. Double-click the **Recycle Bin** icon.
2. Right-click the file you want to restore, then click **Restore**. The file is restored to the place where it was originally deleted from.

   If the Recycle Bin was emptied before you tried to restore a file, the file cannot be restored.

Help and Support

For more information about restoring deleted files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the HelpSpot **Search** box  , then click the arrow.

Hard drive

You see an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For more information, see “Using Disk Cleanup” on page 226.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.

Caution

All deleted files will be lost when you empty the Recycle Bin.

- Save your files to a diskette or another drive. If the hard drive is full, copy any files not regularly used to diskettes or other backup media, then delete them from the hard drive.

Help and Support

For more information about file management in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **file management** in the HelpSpot **Search** box , then click the arrow.

You see a “Data error” message

This may be the result of a defective area on the hard drive. To fix hard drive problems, run the Error checking program. For more information, see “Checking the hard drive for errors” on page 227.

The hard drive cannot be accessed, or you see a “General failure reading drive C” error message

- If a diskette is in the diskette drive, eject it and restart your notebook.
- Make sure that the hard drive is installed correctly. Remove it, firmly reinsert it, then restart your notebook. For more information, see “Replacing the hard drive kit” on page 263.
- If your notebook has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You see a “Non-system disk”, “NTLDR is missing”, or “disk” error message

- Eject the diskette from the diskette drive, then press **ENTER**.

Internet

You cannot connect to the Internet

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See "Left side" on page 3 to make sure that the connections have been made correctly.
- Make sure that your notebook is connected to the telephone line and the telephone line has a dial tone.
- If you have the call waiting feature on your telephone line, make sure that it is disabled.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.
- Make sure that you do not have a problem with your modem. For more information, see "Modem (dial-up)" on page 281

Help and Support

For more information about troubleshooting Internet connections in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **troubleshooting connections** in the HelpSpot **Search** box , then click the arrow.

You see an "Unable to locate host" message and are unable to browse the Internet

This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.

Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

Connecting to a Web site takes too long

Many factors can affect Internet performance:

- The condition of the telephone lines in your residence or at your local telephone service

- The condition of the Internet computers to which you connect and the number of users accessing those computers
- The complexity of graphics and multimedia on Web pages
- Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your notebook

People are sending you e-mail messages, but you have not received any mail

- Click the receive button in your e-mail program.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP for technical support.

Keyboard

The external keyboard does not work

- Make sure that the keyboard cable is plugged in correctly.
- Remove all extension cables and switchboxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- Try a keyboard that you know works to make sure that the keyboard port works.
- If you spilled liquid in the keyboard, turn off your notebook and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

A keyboard character keeps repeating or you see a “Keyboard stuck” or “Key failure” error message

- Make sure that nothing is resting on the keyboard.
- Make sure that a key is not stuck. Press each key to loosen a key that might be stuck, then restart your notebook.

Memory

You see a "Memory error" message

- Make sure that the memory modules are inserted correctly in the memory bay slots. For more information, see "Replacing memory under the keyboard" on page 255.
- Use PC Doctor or a third-party diagnostic program to help determine if a memory module is failing. For more information, see "Replacing memory under the keyboard" on page 255.

You see a "Not enough memory" error message

- Close all programs, then restart your notebook.

Help and Support

For more information about troubleshooting memory errors in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **memory error** in the HelpSpot **Search** box , then click the arrow.

Memory card reader

Drive letters for the memory card slots do not appear in the My Computer window

- Reboot your notebook.

Modem (dial-up)

Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See "Left side" on page 3 to make sure that the connections have been made correctly.
- Make sure that your notebook is connected to the telephone line and the telephone line has a dial tone.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.

- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set appropriately.

To check the dialing properties in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Phone and Modem Options** icon, then click the **Dialing Rules** tab.
3. Click the location from which you are dialing, then click **Edit**.
4. Make sure that all settings are correct.

Help and Support

For more information about dialing properties in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **dialing** in the HelpSpot **Search** box

, then click the arrow.

To check the dialing properties in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
2. Click/Double-click the **Modems** icon, then click **Dialing Properties** tab. The *Dialing Properties* dialog box opens.
3. Make sure that all settings are correct.

- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. Do not connect these devices to the same telephone line as the modem.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.

- Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work correctly.

  Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure that the connectors are free from corrosion and all screws in the wall or telephone wall jack are secure.

  You can also call your telephone service and have the telephone line checked for noise or low line levels.

- Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone service.

- Try connecting with the modem at a lower connection speed. If reducing the connect speed lets you connect, call your telephone service. The telephone line may be too noisy.

You cannot connect to the Internet

- The ISP may be having technical difficulties. Contact your ISP for technical support.

- See if the modem works with a different communications program. The problem may be with just one program.

Your 56K modem does not connect at 56K

Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further.

If your notebook has a v.90 modem, the speed at which you can upload (send) data is limited to 33.6K. If your notebook has a v.92 modem, the speed at which you can upload data is limited to 48K. Your ISP may not support 48K uploads.

You can check modem connection speeds and dial-up network (DUN) connections by accessing the *gateway.your.way dial-up server*. The server also contains drivers, patches, and updates for current Gateway hardware and software.

The server provides a secure connection and is a stand-alone server. You cannot use it to access the Internet. The server cannot be accessed Mondays from 8:00 a.m. to 12:00 p.m. CT.

To access the gateway.your.way dial-up server:

1. Insert the red *Drivers and Applications* CD into the CD or DVD drive.
2. Click **Help**, then click **Support Web Site**.
3. To check your modem connection speed, click the **Direct Dial** option. After your modem connects, move the mouse pointer over the **Dial-Up Networking** icon (located next to the clock on your taskbar). Your modem connection speed appears.

Your fax communications program only sends and receives faxes at 14,400 bps when you have a 56K modem

Current fax technology only supports a maximum send and receive rate of 14,400 bps.

The modem is not recognized by your notebook

- Make sure that the line connected to the modem is working and plugged into the appropriate port on your notebook. See "Left side" on page 3 to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your notebook. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your notebook.
- Run Windows modem diagnostics.

To run modem diagnostics in Windows XP:

1. Close all open programs.
2. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
3. Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.

4 Click your modem, then click **Properties**. The *Modem Properties* dialog box opens.

5 Click the **Diagnostic** tab, then click **Query Modem**. If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.

Help and Support

For more information about modem troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **modem troubleshooting** in the HelpSpot **Search** box Search, then click the arrow.

To run modem diagnostics in Windows 2000:

1 Close all open programs.

2 Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

3 Double-click the **Modems** icon. The *Modems Properties* window opens.

4 Click the **Diagnostic** tab, click the COM port next to the name of the modem, then click **More Info**. The *Modem Info* dialog box opens. If information about the modem appears, the modem passed diagnostics. If no modem information is available, a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.

The modem is noisy when it dials and connects

When your modem tries to connect to another modem, it begins *handshaking*. Handshaking is a digital “getting acquainted” conversation between the two modems that establishes connection speeds and communication protocols. You may hear unusual handshaking sounds when the modems first connect. If the handshaking sounds are too loud, you can turn down the modem volume.

To turn down the modem volume in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
3. Click the modem you want to adjust, then click **Properties**.
4. Click the **Modem** tab, then adjust the **Speaker volume** control.
5. Click **OK** twice to close the *Phone and Modem Options* dialog box.

To turn down the modem volume in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
2. Double-click the **Modems** icon. The *Modems Properties* dialog box opens.
3. Click the **General** tab, click the modem you want to adjust, then click **Properties**.
4. Adjust the **Speaker volume** control.
5. Click **OK**.

Mouse

The external mouse does not work

- Make sure that the mouse cable is plugged in correctly.
- Shut down and restart your notebook.
- Remove all extension cables and switch boxes.
- Try a mouse you know is working to make sure that the mouse port works.

The external mouse works erratically

- Clean the mouse. For more information, see "Cleaning the mouse" on page 234.
- Some mouse pad patterns "confuse" optical mice. Try the mouse on a different surface.

Help and Support

For a video tutorial about cleaning the mouse, click **Start**, then click **Help and Support**.

Type the keyword **mouse troubleshooting** in the HelpSpot **Search** box , then click the arrow.

Networks

You cannot connect to your company network

Every network is unique. Contact your company computer department or network administrator for help.

Help and Support

For more information about network troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **network troubleshooting** in the HelpSpot **Search** box , then click the arrow.

Passwords

Your notebook does not accept your password

Make sure that **CAPS LOCK** and **PAD LOCK** are turned off, then retype the password.

You forgot your startup password

The password feature (which is set in the BIOS Setup utility) is very secure, with no easy way to recover a forgotten password. You must return your notebook for repair. Call Gateway Technical Support for instructions.

PC Cards

You installed a PC Card and now your notebook is having problems

- Make sure that you have correctly installed required software for the PC Card. For more information, see your PC Card's documentation.
- Make sure that the PC Card you installed is not causing a system resource conflict. For more information on resource conflicts, see "Device installation" on page 274.

Power

Your notebook is not working on AC power

- Make sure that your AC power adapter is connected correctly to your notebook. For more information, see "Connecting the AC adapter" on page 18.
- If your notebook is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, turned on, and working correctly. To test the outlet, plug a working device, such as a lamp, into the outlet and turn it on.
- Make sure that the AC power adapter cables are free from cuts or damage. Replace any damaged cables.

Your notebook is not working on battery power

- Make sure that the battery is installed correctly. For more information, see "Changing batteries" on page 161.
- Make sure that the battery is fully recharged. For more information, see "Recharging the battery" on page 159.
- Make sure that the battery is calibrated correctly. For more information, see "Recalibrating the battery" on page 160.

Your notebook will not turn off, even after pressing the power button for five seconds

If your notebook has "frozen," and pressing the power button for five seconds does not turn it off, insert a straightened paper clip into the reset hole on the bottom of your notebook. For the location of the reset hole, see "Bottom" on page 7.

Printer

The printer will not turn on

- Make sure that the printer is online. Many printers have an online/offline button that you may need to press.
- Make sure that the power cable is plugged into an AC power source.

The printer is on but will not print

- Check the cable between the printer and your notebook. Make sure that it is connected to the correct port.
- Make sure that the printer is online. Many printers have an online/offline button that you may need to press so the printer can start printing. Press the button to put the printer online.
- Check the port and cable for bent or broken pins.
- If the printer you want to print to is not the default printer, make sure that you have selected it in the printer setup.

To set a default printer in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click the name of the printer you want to be the default printer, then click **Set as Default Printer**.

To set a default printer in Windows 2000:

1. Click **Start**, **Settings**, then click **Printers**.
2. Right-click on the name of the printer you want to be the default printer, then click **Set as Default**.

- Reinstall the printer driver. See the guide that came with your printer for instructions on installing the printer driver.

You see a "Printer queue is full" error message

- Make sure that the printer is not set to work offline.

To make sure that the printer is not set to work offline in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.

Help and Support

For more information about printer troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **printer troubleshooter** in the HelpSpot **Search** box Search, then click the arrow.

To make sure that the printer is not set to work offline in Windows 2000:

1. Click **Start**, **Settings**, then click **Printers**.
2. Right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.

- Wait until files have been printed before sending additional files to the printer.
- If you print large files or many files at one time, you may want to add additional memory to the printer. See the printer documentation for instructions for adding additional memory.

You see a "Printer is out of paper" error message

After adding paper, make sure that the printer is online. Most printers have an online/offline button that you need to press after adding paper.

Sound

You are not getting sound from the built-in speakers

- Make sure that headphones are not plugged into the headphone jack. For the location of the headphone jack, see "Left side" on page 3.
- Make sure that the volume control on your notebook is turned up. For more information, see "System key combinations" on page 28 or "Using the audio controls" on page 31.
- Make sure that the Windows volume control is turned up. For more information, see "Adjusting the volume" on page 82.
- Make sure that Mute controls are turned off. For more information about the mute setting, see "System key combinations" on page 28 or "Using the audio controls" on page 31, or "Adjusting the volume" on page 82.

Help and Support

For more information about troubleshooting sound issues in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sound troubleshooter** in the HelpSpot **Search** box , then click the arrow.

Video

The external monitor is not working

- Make sure that you have pressed **FN+LCD/CRT** to activate the external monitor option.
- Make sure that the monitor is turned on and that the video cable is connected correctly.

Telephone support

Before calling Gateway Technical Support

If you have a technical problem with your notebook, follow these recommendations before contacting Gateway Technical Support:

- Make sure that your notebook is connected correctly to a grounded AC outlet that is supplying power. If you use a surge protector, make sure that it is turned on.
- If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, see:
  - Online Help
  - Printed documentation
  - The Microsoft Windows documentation
  - The software publisher's Web site
- See the troubleshooting section of this chapter.

Warning

To avoid bodily injury, do not attempt to troubleshoot your notebook problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your notebook
- Your notebook was dropped
- The case was damaged

Instead, unplug your notebook and contact a qualified computer technician.

- Have your customer ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken.
- Make sure that your notebook is nearby at the time of your call. The technician may have you follow troubleshooting steps.

Telephone numbers

Gateway offers a wide range of customer service, technical support, and information services.

Automated troubleshooting system

Service description	How to reach
Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US) 877-709-2945 (Canada)

Telephone numbers

You can access the following services through your telephone to get answers to your questions:

Resource	Service description	How to reach
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Gateway's fee-based software tutorial service	Get tutorial assistance for software issues billed by the minute.	800-229-1103 (charged to your credit card) 900-555-4695 (charged to your telephone bill)
Gateway Technical Support	Talk to a Gateway Technical Support representative about a non-tutorial technical support question. (See "Before calling Gateway Technical Support" on page 292 before calling.) TDD Technical Support (for hearing impaired) is available: Weekdays 6:00 a.m. - 8:00 p.m. Central Time Weekends 6:00 a.m. - 5:00 p.m. Central Time	800-846-2301 (US) 800-846-3609 (Canada and Puerto Rico) 605-232-2191 (all other countries) 800-846-1778 (TDD)
America Online	Get support for your America Online ISP account	800-827-6364 (US) 888-265-4357 (Canada)
CompuServe	Get support for your CompuServe ISP account	800-848-8990 (US)
Sales, accounting, and warranty	Get information about available systems, pricing, orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Tutoring and training

Gateway's Technical Support professionals cannot provide hardware and software training or tutorial services. Instead, Gateway recommends the following tutoring and training resources.

Self-help

If you have *how-to* questions about using your Gateway-supplied hardware or software, see the following resources:

- The printed or online documentation that came with your hardware or software. In many cases, additional product information and online documentation for Gateway-supplied hardware can be found in our Web site's Documentation Library
- This user's guide
- The software publisher's Web site

Help and Support

For more how-to information about Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **practice** in the HelpSpot **Search** box , then click the arrow.

Tutoring

For help on using hardware or software that came with your Gateway notebook, contact Gateway's fee-based tutorial hotline:

- 800-229-1103 (rate charged per minute; charged to a major credit card)
- 900-555-4695 (rate charged per minute; charged to your telephone bill)

Training

Gateway provides the following in-person and computerized training:

Resource	Service description	For more information
In-Store Training at Gateway stores	Our friendly and knowledgeable software trainers can teach you how to use the Internet and the most popular software programs, including Microsoft Word, Excel, and PowerPoint.	www.gateway.com/store
Gateway Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/training
Online Training from Learn@Gateway	More than 450 online courses are available from Learn@Gateway. All you have to do is go online and log in. You select the subject matter, and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your notebook.	www.learnatgateway.com/

Safety, Regulatory, and Legal Information

A

Important safety information

Your Gateway system is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this product, it is important that the safety instructions marked on the product and in the documentation are followed.

Warning

Always follow these instructions to help guard against personal injury and damage to your Gateway system.

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should be operated only from the type of power source indicated on the rating label.
- If your notebook has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the system. The best way to avoid spills is to avoid eating and drinking near your system.
- Some products have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.
- When the computer is turned off, a small amount of electrical current still flows through the computer. To avoid electrical shock, always unplug all power cables and modem cables from the wall outlets before cleaning the system.
- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
  - The power cord or plug is damaged.
  - Liquid has been spilled into the system.
  - The system does not operate properly when the operating instructions are followed.
  - The system was dropped or the cabinet is damaged.
  - The system performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important

Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

Warning

To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord.

Regulatory compliance statements

Wireless Guidance

Low power, Radio transmitting type devices (radio frequency (RF) wireless communication devices), may be present (embedded) in your notebook system. These devices may operate in the 2.4 GHz (i.e. 802.11B/G LAN & Bluetooth), 5.2 GHz (i.e. 802.11A LAN), and traditional cellular or PCS cellular bands (i.e. Cellular data modem). The following section is a general overview of considerations while operating a wireless device.

Additional limitations, cautions, and concerns for specific countries are listed in the specific country sections (or country group sections). The wireless devices in your system are only qualified for use in the countries identified by the Radio Approval Marks on the system rating label. If the country you will be using the wireless device in, is not listed, please contact your local Radio Approval agency for requirements. Wireless devices are closely regulated and use may not be allowed.

The power output of the wireless device or devices that may be embedded in your notebook is well below the RF exposure limits as known at this time. Because the wireless devices (which may be embedded into your notebook) emit less energy than is allowed in radio frequency safety standards and recommendations, Gateway believes these devices are safe for use. Regardless of the power levels, care should be taken to minimize human contact during normal operation.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on and transmitting.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

Some circumstances require restrictions on wireless devices. Examples of common restrictions are listed below:

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. 802.11B (also known as wireless Ethernet or Wifi) and Bluetooth communication devices are examples of devices that provide wireless communication.

Warning

In environments where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, Hospitals, and Oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. When in environments where you are uncertain of the sanction to use wireless devices, ask the applicable authority for authorization prior to use or turning on the wireless device.

Warning

Every country has different restrictions on the use of wireless devices. Since your system is equipped with a wireless device, when traveling between countries with your system, check with the local Radio Approval authorities prior to any move or trip for any restrictions on the use of a wireless device in the destination country.

Warning

If your system came equipped with an internal embedded wireless device, do not operate the wireless device unless all covers and shields are in place and the system is fully assembled.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Please contact Gateway for service.

Warning

Only use drivers approved for the country in which the device will be used. See the Gateway System Restoration Kit, or contact Gateway Technical Support for additional information.

Warning

In order to comply with FCC requirements this transmitter must not be operated (or co-located) in conjunction with any other transmitter or antenna installed in the notebook.

United States of America

Federal Communications Commission (FCC)
Intentional emitter per FCC Part 15

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the United States of America if an FCC ID number is on the system label.

The FCC has set a general guideline of 20 cm (8 inches) separation between the device and the body, for use of a wireless device near the body (this does not include extremities). This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by the FCC.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Unintentional emitter per FCC Part 15

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Compliance Accessories: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

FCC declaration of conformity

Responsible party:

Gateway Companies, Inc.
610 Gateway Drive, North Sioux City, SD 57049
(605) 232-2000 Fax: (605) 232-2023

Product:

- Gateway M350

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution

Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

Telecommunications per FCC part 68 (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the code of federal regulations part 47 (CFR 47). On the computer or modem card is a label that contains the registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

A telephone line cord with a modular plug is required for use with this device. The modem is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68-compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company-provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours such as early morning or late evenings.

The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. Refer to your fax communication software documentation for details on how to comply with the fax-branding requirement.

Canada

Industry Canada (IC)
Intentional emitter per RSS 210

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Canada if an Industry Canada ID number is on the system label.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by Industry Canada.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Warning

To prevent radio interference to licensed service or co-channel Mobile Satellite systems, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Warning

The transmitting device embedded in this system may not be used with any antenna other than provide with the system.

Warning

The 802.11A radio LAN your system may have been equipped with operates in the same frequency range as high power radar, which has priority use, and may damage the radio LAN if both are present and being used in the same area.

Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Telecommunications per Industry Canada CS-03 (for products fitted with an IC-compliant modem)

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should make sure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should make sure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Warning

To avoid electrical shock or equipment malfunction do not attempt to make electrical ground connections by yourself. Contact the appropriate inspection authority or an electrician, as appropriate.

The **Ringer Equivalence Number** (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Mexico

Intentional emitter

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band, may be present (embedded) in your notebook system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Mexico if a COFETEL ID is on the system label.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your notebook, is well below the RF exposure limits as set by SCT.

Unintentional emitter

At this time there are no mandatory requirements for Unintentional Emitters. However, this device does comply with multiple requirements for other countries and regions as listed on the system label and in the user's manual.

Laser safety statement

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

Warning

Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

EPA ENERGY STAR

As an ENERGY STAR® Partner, Gateway has determined that this product meets the ENERGY STAR guidelines for energy efficiency when used with a computer equipped with a Display Power Management System.

California Proposition 65 Warning

Warning

This product contains chemicals, including lead, known to the State of California to cause cancer and/or birth defects or reproductive harm.

Notices

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All Rights Reserved
14303 Gateway Place
Poway, CA 92064 USA

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In the interest of continued product development, Gateway reserves the right to make improvements in this manual and the products it describes at any time, without notices or obligation.

Trademark Acknowledgments

1-800-GATEWAY, ActiveCPR, ALR, AnyKey, black-and-white spot design, CrystalScan, Destination, DestiVu, EZ Pad, EZ Point, Field Mouse, Gateway 2000, Gateway Country, gateway.net, Gateway stylized logo, Perfect Scholar, Solo, TelePath, Vivitron, stylized “G” design, and “You’ve got a friend in the business” slogan are registered trademarks and black-and-white spotted box logo, GATEWAY, Gateway Astro, Gateway@Work, Gateway Connected touch pad, Gateway Connected music player, Gateway Cyber:)Ware, Gateway Education:)Ware, Gateway Flex Case, Gateway Gaming:)Ware, Gateway GoBack, Gateway Gold, Gateway Learning:)Ware, Gateway Magazine, Gateway Micro Server, Gateway Money:)Ware, Gateway Music:)Ware, Gateway Networking Solutions, Gateway Online Network (O.N.) solution, Gateway Photo:)Ware, Gateway Professional PCs, Gateway Profile, Gateway Solo, green stylized GATEWAY, green stylized Gateway logo, Gateway Teacher:)Ware, Gateway Video:)Ware, HelpSpot, InforManager, Just click it!, Learn@Gateway, Kids BackPack, SERVE-TO-ORDER, Server Watchdog, the Spotted G Gateway Logo and the Spotted G Logo, SpotShop, Spotshop.com, and Your:)Ware are trademarks of Gateway, Inc. Intel, Intel Inside logo, and Pentium are registered trademarks and MMX is a trademark of Intel Corporation. Microsoft, MS, MS-DOS, and Windows are trademarks or registered trademarks of Microsoft Corporation. All other product names mentioned herein are used for identification purposes only, and may be the trademarks or registered trademarks of their respective companies.

Macrovision statement

If your notebook has a DVD drive and an analog TV Out port, the following paragraph applies:

This product incorporates copyright protection technology that is protected by method claims of certain U.S. patents and other intellectual property rights owned by Macrovision Corporation and other rights owners. Use of this copyright protection technology must be authorized by Macrovision Corporation, and is intended for home and other limited viewing uses only unless otherwise authorized by Macrovision Corporation. Reverse engineering or disassembly is prohibited.

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